

# Progress on outcomes tool

The Better Futures housing support outcomes tool is in its final stages of development. The electronic tool to support the recording of housing support outcomes is currently being tested. It will be made available to all service providers and commissioners of services who wish to examine it from 4th May 2010.

One of the features of the web-based recording tool will be no requirement to go through the entire list of 20 outcome goals unless all are relevant to a particular individual.

Another feature of the tool is that it will be able to produce a series of standard reports as well as customised reports.

As with any electronic tool those using it will have ideas for developing it further so a system user group will be set up to discuss use of the tool and help guide future development

of it. The use of the tool will be free of charge until April 2011. After that the annual maintenance charge will be

**Better  
Futures**

divided up between those using the system.

**Go to page 4 for further information about Better Futures.**

# Response to Social Care Procurement Guidelines

The HSEU has submitted a response to the Scottish Government's draft guidance document after discussing the document with service providers and local authority representatives at events in Helensburgh and Kirkcaldy.

The draft guidance has been greatly welcomed by stakeholders because it acknowledges that social care is different from other services which public bodies procure. There are, however, some aspects of the guidance that could be strengthened. This is particularly true with regard to the use of alternatives to tendering and also with regard to the way smaller providers should be treated given that they can face particular challenges through competitive processes. The HSEU has addressed these issues in its response which can be seen at:

<http://www.ccpscotland.org/hseu/information/procurement/hseu-procurement-response>

Since launching the consultation document the Scottish Government has issued an invitation for service providers and local authorities to share with it examples of good practice in terms of procurement processes to illustrate the principles, policy and legislation laid out in the guidance. The initial deadline for submitting practice examples is 26th April but it is the Government's intention to keep adding to an information source regarding actual practice which will accompany the final guidance. For more information go to the HSEU website at:

<http://www.ccpscotland.org/hseu/practice/Social-Care-Procurement-Good-Practice-Information>

**Better Futures**

**Housing Support Statistics**

**Launch of Reshaping Care for Older People**

**Self-Directed Support**

**Telecare**

**Cross-Boundary Funding**

## Launch of Reshaping Care for Older People

Population predictions mean that delivering care for older people must change significantly over the next two decades. If current models of care are sustained, the present care budget of £4.5 billion will need to rise by £1.1 billion by 2016 and £3.5 billion by 2031. In response to these challenges, the Minister for Public Health and Sport, Shona Robison MSP, launched the Reshaping Care for Older People programme on 24 March in partnership with Scotland's local authorities and involving voluntary and private sectors. These challenges will now be shared with the general public in a series of meetings over spring and summer 2010. The consultation will pose a series of questions and possible solutions – including the potential of technology to transform older people's care. In tandem with the launch, Ms Robison has also announced an extra £4M investment in telecare, benefiting 13,000 more people and avoiding an estimated 21,000 hospital admission days.

[Http://www.scotland.gov.uk/News/This-Week/Media-Briefings/100324](http://www.scotland.gov.uk/News/This-Week/Media-Briefings/100324)

## Assuring Quality in Care

The Care Commission will be introducing an additional focus on quality assurance in its inspection of some care at home and combined care at home and housing support services this year. The Care Commission will be looking for evidence that the following issues are dealt with appropriately within a service:

- communication about changes to a service
- service users knowing the staff delivering their service
- staff knowing about service user's needs
- systems being in place to monitor quality assurance with regard to service users personal plans
- the effectiveness of services that are delivered by more than one provider

Further details about the way the Care Commission will evidence how a service deals with these issues is provided on its website at:

[http://www.carecommission.com/index.php?option=com\\_content&task=view&id=7509&Itemid=166](http://www.carecommission.com/index.php?option=com_content&task=view&id=7509&Itemid=166)

Please note, the Care Commission is using this approach with only a selection of services and will be contacting chosen services in due course.

## SSSC Approves Care Manager's Qualifications

Following consultation with the sector, the SSSC has now approved recommendations for the qualification requirements for managers of care at home services and housing support services. The recommendations were informed by feedback received throughout the consultation process, including an analysis of completed questionnaires, narrative responses and views expressed at regional events.

The recommendations incorporated suggestions from the sector in relation to the functional definition of manager of a care at home service and manager of a housing support service. The approved list sets the benchmark qualifications for the sector and is aligned to qualifications for comparable registration categories. Further details about how this will impact on housing support managers can be found on the SSSC website.

[Http://www.sssc.uk.com/sssc/all-about-registration-for-workers-in-care-at-home-services/workers-in-care-at-home-services-applying-to-be-registered-with-the-sssc.html](http://www.sssc.uk.com/sssc/all-about-registration-for-workers-in-care-at-home-services/workers-in-care-at-home-services-applying-to-be-registered-with-the-sssc.html)

## New Regulations for Cross Boundary Care

The Scottish Government has issued new regulations and guidance about ordinary residence and the funding arrangements for a person's care and accommodation when more than one local authority is involved. These came into force on 6th April 2010. The new regulations allow a local authority to recover the costs of providing care and support from another authority in certain circumstances as outlined in the guidance document. In particular, the regulations extend the scope for local authorities to do this beyond care homes and cover 'the provision of services or facilities in accommodation with support'. The guidance is based on principles of personalisation with the wishes of the individual taking precedence in terms of where and when to move and urges local authorities to help facilitate moves by agreeing transitional funding arrangements for care and support. The guidance also lays out its expectations regarding dispute resolution. The Government will publicise resolved disputes as anonymous cases on its website in future.

For more information visit

[Http://www.ccpScotland.org/hseu/information/cross-boundaries-issues](http://www.ccpScotland.org/hseu/information/cross-boundaries-issues)

# Housing Support Statistics

The Scottish Government has been gathering views from housing support stakeholders about the sort of information it should be collecting about housing support. At the second meeting of the Housing Support Statistics Working Group consideration was given to the way the homecare census takes place and the scope to extend this census to include housing support.

The homecare census takes place once a year in March over a period of a week and a comparison has been made between the census and the housing support statistics gathered under Supporting People. There is some overlap between homecare and housing support, particularly where organisations are providing combined housing support and care at home services. There are significant differences too, however, as the homecare census does not include homelessness groups. One of the challenges of including housing support in the homecare census is that of separating out information about housing support and about homecare.

The Government is currently examining the implications of using a client based housing support return by asking local authorities if they are already maintaining information about persons using housing support. The HSEU has expressed its concerns about any additional data collection burdens being placed upon service providers.

The minutes and papers produced for the group can be found on the Scottish Government website at: <http://www.scotland.gov.uk/Topics/Statistics/Browse/Housing-Regeneration/SurveySupportingPeople>

## Self-directed Support - the Government wants to hear your views

The Scottish Government has drawn up a draft ten-year strategy on self-directed support - Self-directed support: A National Strategy for Scotland. Alongside this the Government is consulting on proposals for a new Bill to make the necessary legislative changes to promote the strategy and pursue its agenda to promote personalisation and control over individual budgets in social care and health services.

The strategy makes various recommendations about resources including bringing in a wider range of funding sources into Self-Directed Support eg health and education. It also focuses on preventative services and points to evidence that a focus in the past on those with more intense support needs has led to poorer outcomes for individuals.

The proposal for a new Bill includes extending eligibility for direct payments and/or self-directed support to carers and to people with mental health problems subject to some compulsory treatment orders and a shift from individuals being able to **opt in** to direct payments to individuals being offered direct payments of self-directed support first and being able to **opt out**.

The strategy acknowledges the social care procurement guidance being developed by the

Government and recommends that local authorities abide by the principles of self-directed support by moving to commissioning services for individuals.

The proposals would have implications for housing support services just as they would for other social care services. Smaller packages of support, in particular, could be subject to groups of service users coming together to jointly purchase a service.

The closing date for comments on the draft strategy is 7<sup>th</sup> May 2010. For more information visit.

<http://www.scotland.gov.uk/Publications/2010/02/05133942/0>

The closing date for comments on the proposals for a new Bill is 23<sup>rd</sup> June 2010. The consultation document can be found at:

<http://www.scotland.gov.uk/Publications/2010/03/23102019/0>

**The HSEU will be submitting a response to the consultation documents and would like to hear from you. Please contact Yvette Burgess at: [yvette.burgess@ccpscotland.org](mailto:yvette.burgess@ccpscotland.org)**

# Better Futures Taking Shape

The Better Futures Outcomes Tool is now in the final stages of development. The HSEU is currently looking for volunteer organisations to get involved in trying out the software.



The overall objective of Better Futures is to help measure the impact housing support has on the lives of those using support services. The issues Better Futures can address with service users fit well with Scotland's national outcomes including living longer, healthier lives and living in sustainable places. Better Futures is just one of a number of outcome measuring systems and there will be no directive to use it nationally. Service providers may wish to consider it as an option along with other options such as Talking Points. Decisions about how appropriate Better Futures is for a particular service will depend to some extent on the monitoring arrangements the service's funders have put in place.

The Better Futures framework is currently laid out in a development report available on the HSEU website: <http://www.ccpscotland.org/hseu/information/better-futures>

This area of the Unit's website will be updated frequently over the next few weeks as final development work is completed on the web based recording tool. The Better Futures IT tool is currently being tested to ensure it provides a user friendly means of recording an individual's progress and links those records with services, providers and local authority areas. One of the key requirements of the IT system has been that it should produce a visual summary of a person's progress. Taking inspiration from the outcomes star used in England an 'outcomes wheel' is being developed to illustrate how a person's support needs have changed.

The graphic below illustrates the way the scoring for each topic will take place. The Steering Group which was set up to help guide the development work decided that a series of icons showing varying degrees of wellbeing would be a good way to illustrate the scores 0 – 4. Throughout the tool there are opportunities to check definitions and search for guidance through links to text boxes. A guidance document is being put together to assist support staff and administrators to use the system.

## Sample screen from Better Futures Outcomes Tool

Goals	Outcome
<b>Goal</b>	
<b>Accommodation</b>	
<a href="#">Suitability Of Property</a>	☹️ ☹️ 😐 😊 😄
<a href="#">Security of Accommodation</a>	☹️ ☹️ 😐 😊 😄
<a href="#">Other</a>	☹️ ☹️ 😐 😊 😄
<b>Health</b>	
<a href="#">Mental health</a>	☹️ ☹️ 😐 😊 😄
<a href="#">Physical health</a>	☹️ ☹️ 😐 😊 😄
<a href="#">Addictions</a>	☹️ ☹️ 😐 😊 😄
<a href="#">Other</a>	☹️ ☹️ 😐 😊 😄
<b>Safety and security</b>	
<a href="#">Domestic abuse</a>	☹️ ☹️ 😐 😊 😄
<a href="#">Legal issues</a>	☹️ ☹️ 😐 😊 😄
<a href="#">Safety from harassment and abuse</a>	☹️ ☹️ 😐 😊 😄
<a href="#">Safety risks and emergency procedures</a>	☹️ ☹️ 😐 😊 😄
<a href="#">Use of technology</a>	☹️ ☹️ 😐 😊 😄
<a href="#">Other</a>	☹️ ☹️ 😐 😊 😄
<b>Social and economic wellbeing</b>	
<a href="#">Life skills</a>	☹️ ☹️ 😐 😊 😄
<a href="#">Money matters and personal administration</a>	☹️ ☹️ 😐 😊 😄
<a href="#">Leisure</a>	☹️ ☹️ 😐 😊 😄
<a href="#">Social interaction</a>	☹️ ☹️ 😐 😊 😄
<a href="#">Self-esteem</a>	☹️ ☹️ 😐 😊 😄
<a href="#">Other</a>	☹️ ☹️ 😐 😊 😄

If you are interested in gaining access to the system on a trial basis from 4th May onwards please contact Liz Pettigrew at [liz.pettigrew@ccpscotland.org](mailto:liz.pettigrew@ccpscotland.org)

# Housing Support in Practice

## The Continuous Learning Framework

**The Continuous Learning Framework (CLF) has been developed for the whole of the social services workforce in Scotland by the Scottish Social Services Council (SSSC) and the Institute for Research and Innovation in Social Services (IRISS).**

The CLF aims to improve outcomes for people who use social services by supporting the workforce to be the best it can be. It sets out what workers need to be able to do in order to do their job well now and in the future, and also what their employers need to do to support them.

The CLF:

- describes the ways in which the knowledge, skills, values and understanding required by social services workers are already shaped at national and local level
- draws attention to existing national qualification requirements and the training which individual employers already require staff to undertake
- sets out 13 personal capabilities which describe the way social service workers manage themselves and their relationships within their workplace
- sets out six organisational capabilities which describe the culture and conditions in the workplace that allow social services workers to be the best they can be

### The CLF and the Housing Support Sector

There continues to be a number of enquiries and information events with the housing support sector and some amazing and creative pieces of work have begun. Here are just a few:

**Key Housing Association** is using the framework for supporting leadership and management.

**Ark Housing Association** is embedding it throughout their organisation, starting with looking at the organisation's learning culture.

**Gowrie Care** as part of the **Hillcrest Group** has used a mind map to explore how they intend to work with the framework, seeing the framework as a tool that threads its way across a number of areas.

You can find out more about the Continuous Learning Framework on the website:

<http://www.continuouslearningframework.com/clf/home/welcome-to-the-continuous-learning-framework-website.html>

Here you can read more about how organisations are using the CLF, view practice examples and download a copy of, or watch a video about the CLF. Alternatively, you could contact the SSSC directly at:

Fiona Clark, SSSC Senior Education and Workforce Development Adviser 01382 207128  
Wilma Paterson, SSSC Project Officer 01382 207380

Shirley Gibson, SSSC Administrator 01382 207170 or

the Scottish Social Services Learning Network in your area.

**If you have examples of what you and your organisation are doing with the CLF, please share it with the SSSC or the "gathering groups" that have been set up with your regional Scottish Social Services Learning Network: <http://www.learningnetworks.org.uk>**

# Scottish Government

**The Housing Support Team in the Scottish Government is keen to keep in touch with providers of housing support services. This section contains news from the Team.**

## Housing Support Forum

The Supporting People Forum was one of a number of working groups established at the beginning of the Supporting People programme 'to discuss issues that arise with the implementation of Supporting People and agree acceptable solutions to those issues'. Once the programme was established, it became a discussion forum between the Scottish Government, COSLA and stakeholders from local authorities and service providers. Current provider representatives are Aspire, Bield Housing Association, Hanover (Scotland) Housing Association, Richmond Fellowship, Scottish Association for Mental Health and Scottish Council for Single Homeless, along with the Housing Support Enabling Unit and Scottish Federation of Housing Associations.

After the removal of the ring-fence on Supporting People, it became the Housing Support Forum and we recently gave stakeholders the chance to say whether it should continue. We were pleased they agreed it still had an important role to play, and suggested topics for future discussions, such as raising the profile of housing support and demonstrating its benefits, and monitoring developments in England, where the ring fence on Supporting People has also now been removed. More information, including minutes of meetings, can be viewed at:

<http://www.scotland.gov.uk/Topics/Built-Environment/Housing/access/housingsupport/supportpeople/Page4>

## Evaluation of Telecare

An independent evaluation of the Scottish Government's Telecare Development Programme (TDP) by York Health Economics

Consortium (YHEC) was launched at the Telecare/Telehealth Conference in February 2009. The evaluation found that 93.3% of questionnaire respondents felt safer as a result of the installation of telecare in their homes, and 74.5% of informal carers felt that pressure on them had been reduced. The evaluation also found that between 2006 and March 2009, £7.4m of TDP expenditure resulted in £23.2m of (gross) efficiency benefits. More information is available at:

<http://www.jitscotland.org.uk/action-areas/telecare-in-scotland/telecare-publications/>

## Cross Sector Supported Accommodation Group

The Cross Sector Supported Accommodation Group met for the first time on 22 March and while the group has still to agree its work plan, it is anticipated that recommendations will be made to the Scottish Government within the year.

The Group is chaired by Linda McTavish, Principal of Anniesland College. It is expected that the group will consider a number of themes as the work of the group moves forward including models of provision for particular groups, funding and the role of employability skills.

Focus on recommendations for developing a network of supported accommodation across Scotland will be on those groups at particular risk of homelessness including young people and links will be made to complementary pieces of work such as the SG/COSLA 2012 Steering Group and the Housing Support Forum.

**Contact the Housing Support Team at:**

**E-mail: [housingsupport@scotland.gsi.gov.uk](mailto:housingsupport@scotland.gsi.gov.uk)**

**Telephone: 0131-244-5524**

**Website: [www.scotland.gov.uk/Topics/Built-Environment/Housing/access/housingsupport](http://www.scotland.gov.uk/Topics/Built-Environment/Housing/access/housingsupport)**

# HSEU News

## Funding extended for the HSEU

The Housing Enabling Support Unit has been successful in its bid for funding from the Scottish Government.

The award of grant funding is for 3 years from April 2010 in principle, although years 2 and 3 will depend on the outcome of the Government Spending Review later in the year. This will enable the HSEU to continue providing support and assistance to providers of housing support services in Scotland.

One of the key objectives of the unit in 2010/11 is to help raise the profile of housing support. Cath Cassidy has recently joined the Unit as Information and Communications Officer and will be taking forward this area of the Unit's work.

## Bringing housing support to life

The HSEU is to launch a new photography competition to raise the profile of housing support in Scotland. Service users will be invited to submit photography which they feel represents their experiences of using services in Scotland. An awards ceremony will be held for the winners in October and the event will also feature a photography exhibition of service users' entries.

HSEU is looking for sponsors for the competition. If your organisation is interested in sponsoring the award please contact the HSEU on 0131 229 9468 or contact [cath.cassidy@ccpscotland.org](mailto:cath.cassidy@ccpscotland.org)

To keep up to date with the details of the competition go to our website:

<http://www.ccpotland.org/hseu>

# SHASC - bringing housing and support together

**In preparation for the annual Scottish Housing and Support Conference (SHASC), the planning group for the event held a one-day consultation session with service users from all over Scotland at the end of March.**

The purpose of the session was to enable service users to raise issues and topics of importance to them, ensuring that their views are taken into account in the planning of this year's event.

The Scottish Housing and Support Conference (SHASC) is an annual event, now in its 20th year, which promotes new ways of working to help to improve service delivery, policy and practice across Scotland. It values social inclusion and the sharing of ideas, and always involves service users, both as presenters and delegates, and encourages the active input of service users, carers and supporters in order to sustain SHASC as a unique forum for views and ideas.

Around 25 service users of a wide range of housing and support services attended the session and talked about their personal experiences of services - what worked well for them, what wasn't working so well and areas which they felt would benefit from change.

The groups generated lively discussion and a wide range of topics was covered. The results of the consultation will be taken into account when designing the programme for the conference which will take place on Thurs 7th October 2010 in the Hilton Edinburgh Grosvenor Hotel. To help the strain on budgets, conference fees have been frozen at last year's rates with special discounts for those booking before 31st July.

For more information about the SHASC conference visit <http://www.joa.co.uk/shasc.html> or contact Norma Jones SHASC Conference Coordinator  
Email [shasc@joa.co.uk](mailto:shasc@joa.co.uk)  
Tel 0131 557 1954

# For Your Noticeboard

## State-of-the-art IT training at an affordable price

Hanover (Scotland) Housing Association's Hopetoun IT Training Suite is a state-of-the-art facility in Edinburgh, offering 12 networked workstations in comfortable surroundings. Each workstation offers a range of Microsoft Office 2003 and 2007 products running on a Windows XP operating system, as well as a high speed internet connection.

The suite can run from its own server meaning that a variety of bespoke software can be installed if required. Other features include a data projector, whiteboard and PA system. Hanover can arrange various catering options to suit all budgets and the suite is available for hire on a full or a half-day basis.

The Hopetoun IT Training Suite is part of the McDonald Rooms, Hanover's flexible and affordable Conference Centre. The Conference Centre has excellent facilities for disabled people and offers discounts to voluntary organisations.

For more information go to:  
<http://www.hsha.org.uk/conference>  
or call 0131 557 7497.

## Coming up.....

HSEU will be holding a series of training sessions in the next few months. Subjects will include:

- The Better Futures Outcomes Tool
- Collaborative Working - legal seminar
- Personalisation
- Marketing
- Registration of Housing Support Managers with the SSSC

In addition to this, the Unit will be joining forces with the Voluntary Sector Social Services Workforce Unit to deliver four regional events in October and November. So, watch this space for more information.

## Are you getting our newflash service?

HSEU sends out regular e-newsflashes on important developments, news and legislation changes affecting the housing support sector.

To register for this service email us at:  
[liz.pettigrew@ccpscotland.org](mailto:liz.pettigrew@ccpscotland.org)

## Contacting the Unit

Housing Support Enabling Unit  
8 - 12 Torphichen Street  
Edinburgh  
EH3 8JQ

Switchboard Telephone: 0131 229 9468  
Website: [www.ccpscotland.org/hseu](http://www.ccpscotland.org/hseu)

Yvette Burgess, Director [yvette.burgess@ccpscotland.org](mailto:yvette.burgess@ccpscotland.org)

Cath Cassidy, Information and Communications Officer [cath.cassidy@ccpscotland.org](mailto:cath.cassidy@ccpscotland.org)

Liz Pettigrew, Administrator [Liz.pettigrew@ccpscotland.org](mailto:Liz.pettigrew@ccpscotland.org)