

**Audit Scotland Performance Audit Group
 Consultation on Future Study Programme (October 2006 - March 2008)
 Response from Community Care Providers Scotland**

For further details on anything mentioned in this response, please contact Kirsten Gooday, Policy and Development Officer at CCPS on 0131 337 3295

Study topic:	Service Procurement (some of these comments may also be relevant to the cross-cutting study on strategic procurement)		
Name of your organisation:	Community Care Providers Scotland		
Value and potential impact of study (rank as high, medium or low):	High	Medium	Low
	Comments:		
Additional comments (eg on scope, timing or any other factor that might affect the study):	<p>Community Care Providers Scotland (CCPS) is the association of voluntary sector organisations providing care and support services in Scotland.</p> <p>CCPS members have extensive experience of supplying a variety of care services under contract to local authorities: CCPS members managed a total annual income in 2005-2006 of just under £1 billion, of which about 72% relates to publicly funded services.</p> <p>It is our impression that Best Value is not applied consistently by all councils in relation to social care services; in particular, we would encourage Audit Scotland to investigate how councils cost their own internally provided services, so as to be able to compare them to the cost/quality on offer from external providers. For this reason, we would suggest that the study should focus not on former CCT activities, but on services which local authorities have some internal capacity to provide. In particular, we would suggest that the focus should be on human services, as it can be argued that poorly commissioning services in these areas has a more profound effect on the service users who rely on them than in other areas of council responsibility.</p>		
General comments (eg are there topics that you feel should have been included or that you would like to suggest for future years?):			

Study topic:	Workforce Planning		
Name of your organisation:	Community Care Providers Scotland		
Value and potential impact of study (rank as high, medium or low):	High	Medium	Low
	Comments:		
Additional comments (eg on scope, timing or any other factor that might affect the study):	<p>Community Care Providers Scotland (CCPS) is the association of voluntary sector organisations providing care and support services in Scotland.</p> <p>The voluntary sector, and CCPS members in particular, are heavily involved in the delivery of public services: CCPS members managed a total annual income in 2005-2006 of just under £1 billion, of which about 72% relates to publicly funded services. We would therefore suggest that any study in strategic workforce planning or scoping exercise of the size of recruitment and retention problems in relation to public services should include the workforce issues affecting voluntary sector service providers.</p> <p>Issues facing voluntary sector providers are largely the same as those facing the public sector, with the added dimension that many voluntary sector providers are unable to provide terms and conditions on a par with local authorities and therefore find it difficult to compete for the limited pool of care staff. It should also be noted that the short term contracts offered to voluntary sector providers make it difficult for them to plan strategically for the future of the workforce, and that funding rarely makes provision for training, pensions etc which would help the sector to remain competitive in attracting staff.</p> <p>In considering the social services workforce, consideration should be given to the Scottish Executive's National Strategy for the Development of the Social Services Workforce in Scotland 2005-2010.</p>		
General comments (eg are there topics that you feel should have been included or that you would like to suggest for future years?):			

Study topic:	Supporting People		
Name of your organisation:	Community Care Providers Scotland		
Value and potential impact of study (rank as high, medium or low):	High	Medium	Low
	Comments:		
Additional comments (eg on scope, timing or any other factor that might affect the study):	<p>Community Care Providers Scotland (CCPS) is the association of voluntary sector organisations providing care and support services in Scotland.</p> <p>CCPS members were in receipt of over £158,000,000 of Supporting People funding in financial year 2005-06. Members' primary interest is in ensuring that Supporting People money is working as effectively as possible for the people who use services, and we would welcome a study of whether the system is meeting client needs and whether spending is being managed efficiently and effectively. In relation to spending, we would suggest an examination of how council's have managed the changes in Supporting People cuts, in particular how they have costed internally provided services to ensure that they can be benchmarked against external providers in ensuring Best Value from the contracting process. It is also worth noting that there is considerable uncertainty about how councils will move from Supporting People Service Reviews to full contracts.</p> <p>We would, however, issue a note of caution regarding the amount of information that local authorities, and in turn voluntary sector providers, are asked to provide about their SP services. It has been reported that the Scottish Executive's monitoring of the scheme already asks local authorities for more information than they are able to provide – adding to the administrative burden of excessive reporting should be avoided.</p>		
General comments (eg are there topics that you feel should have been included or that you would like to suggest for future years?):			