

Appendix 3: Data Measures Review

CCPS & Scotland Excel Short Life
Working Group 2024/25



This is a record of the review of Scotland Excel Management Information completed by the Scotland Excel & CCPS Data subgroup.

Usage Data				
Information from Providers				
Type	Scotland Excel Formats/Usage	CCPS Provider view	Return to providers?	Action?
Number of individuals whose service is commissioned via framework	There are differences in how this information is gathered under each framework. In the Children's framework it is reported by council (X council is funding X placements at X pounds). For adult care homes, this is different for each registration, and information is recorded person by person (for each supported individual measures A/B/C listed). Under the Residential Rehab. Framework, there is a lot of information gathered to track each individual.	It would be helpful for Scotland Excel to develop as much consistency as possible across the frameworks.	Providers feel that it would be helpful if there were some way to aggregate the number of individuals whose support is commissioned via the framework and those whose support is not, to gauge how the framework is being used by local authorities. It was recognised that this does not fall to Scotland Excel to do.	Essential information. Scotland Excel to review how consistency could be achieved in the format of usage data requests.
Value of services commissioned via framework	Calculated via rates information that is submitted by providers.	Providers would like more clarity on rates and fee variations (Scotland Excel is developing guidance on this) as there is a feeling that providers' rate calculations can be dismissed in favour of what local authorities set as 'affordable' rates. Scotland Excel highlighted that The Local Government benchmarking framework by the Improvement Service provides a range of metrics such as the average cost of care	Benchmarking information would be helpful for providers' own internal processes. Can Scotland Excel anonymise and return to providers a scale of rates so that organisations can see where they are on a spectrum?	Essential Information. Investigate possibility of rates benchmarking data.

		that Local Authorities pay. For every Local Authority in Scotland there are 4 comparator LAs. This may be a helpful methodology for developing comparator criteria and grouping services.	Scotland Excel needs to investigate this as it relates to confidentiality, terms and conditions and commercial sensitivity. Without layers of detail on different services, this benchmarking exercise may be limited in its usefulness.	
A way to highlight movement/ changes/ leavers and starters	Scotland Excel can move away from recording starters and leavers system; however, some frameworks such as residential rehabilitation, have found useful to track.	A comment box could be added for detail, if this information would be used. Not a priority.	Not a priority.	Not essential information, may be framework dependent.
Unmet need?	For some frameworks it may be possible to investigate (e.g. Social Work Scotland records the number of children in foster care; numbers of children within residential care on the framework can be compared), but this is complex and requires wider data.	This is an issue for local authorities to report on, not providers. To assess supply and demand, strategic needs analysis needs to take place. There may be a way to investigate unused capacity, in building based service particularly, organisations currently don't provide management information on occupancy, but on placements commissioned via the framework. Providers want the capacity, staff etc. that they are commissioned for to be utilised. This information is dynamic and seldom up to date when it goes through reporting processes, however.	No practically useful data available for return from the management information.	Perhaps a role for other national bodies such as Public Health Scotland.

Information from Local Authorities/Purchasers				
<p>Number of councils using framework, and how much the framework is used.</p>	<p>Scotland Excel have participation lists – are Local Authorities in or out? But participating local authorities may never purchase from the framework.</p> <p>There are periodic reports on the local authorities which signed up vs actual spend. This is total spend by all local authorities, some might have spent less than previously but this will not be picked up, only the total. The exception to this is ‘Secure Care’ which is local authority specific because Scotland Excel has 100% coverage. All other framework arrangements will have spot purchases outwith the framework.</p> <p>Scotland Excel’s Project and Account Managers have information on each local authority spend. There is no standard internal analysis of information, it is aggregated in terms of all providers.</p> <p>These reports are for internal</p>	<p>Providers queried where ‘actual usage’ of the frameworks is recorded and were keen to see some of this used to evaluate the success of frameworks. They highlighted that local authorities have a lot of information which providers don’t, and that Scotland Excel should request information from purchasers and providers with fairness.</p> <p>Local authorities can duplicate information requests, contacting providers for information they claim they are not getting from Scotland Excel. Scotland Excel reports that there are also issues the other way, with purchasers reporting communication issues with providers. Do we need to all get around the table?</p> <p>Scotland Excel could make use of Local Government finance statistics, using what the local authority is spending on internal resources, locality teams, what is spent on care homes etc. They could then calculate that frameworks cover X % of Local authority spending.</p>	<p>Providers would welcome information on the levels at which local authorities are actually using framework vs just ‘signing up’.</p> <p>Providers feel that it would be helpful if there were some way to compare the number of individuals whose support is commissioned via the framework and those they support whose support is purchased directly by the local authority, to gauge how the framework is being used by local authorities. It was recognised that this task cannot be completed by Scotland Excel as they do not have access to information from providers. As the frameworks are not mandatory, this exercise is not able to drive any change. Some providers feel that using Scotland Excel should be mandatory in order to drive consistency.</p>	<p>Scotland Excel to review whether local authority usage data can be shared and consider facilitation role in data sharing between purchasers and providers. Data requests to be fair, between purchasers and providers, Scotland Excel should not lean on providers to generate data that is available to the purchaser.</p>

	purposes and shared with local authorities. The data is investigated when reviewing a framework.			
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Compliance Data				
Information from Providers				
Type	Scotland Excel Formats/Usage	CCPS Provider view	Return to providers?	Action
Scottish Living Wage / Real Living Wage status	<p>Monitoring progress against contractual obligations of Fair Work First and Fair Working Practices. Also used in compliance with Social Care Pay Policy management.</p> <p>Some effort has been made to include status updates in management information returns to prevent the need for dedicated requests.</p>	Duplication: This is not needed, as it is a requirement from councils.	n/a	Remove from Management information where possible.
Insurance	<p>It is a contractual requirement to maintain insurance levels at the required amounts throughout the period of a framework/ contract.</p> <p>Some effort has been made to include in management information returns to prevent the need for dedicated requests.</p>	Duplication: This is not needed in management information, as it is checked at tender stage, then annually requested.	n/a	Remove from Management information where possible.

<p>Health & Safety – e.g. fire safety, accidents</p>	<p>Tender processes can sometimes be once every 6 years. Some information isn't sought again but there is a need to ensure ongoing compliance in some areas. There are a number of instances we would require updated information in respect of policies throughout the lifetime of the contract.</p> <p>For instance, in compliance with the Duty of Candour under the Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 or in the event of an assignation request.</p>	<p>Duplication: Providers feel this is not needed in management information, as it is checked at tender stage, and already a requirement for Care Inspectorate registration.</p>	<p>n/a</p>	<p>Remove from Management information where possible</p>
<p>Information from Local Authorities/Purchasers</p>				
<p>n/a</p>			<p>n/a</p>	<p>n/a</p>

Quality Data				
Information from Providers				
Type	Scotland Excel Formats/Usage	CCPS Provider view	Return to providers?	Action?
Complaints	Number of complaints regarding the service is requested on some framework agreements.	<p>CCPS members have queried Scotland Excel's role in tracking quality measures. The SSSC investigate workforce data and the Care Inspectorate investigate concerns with the quality of care.</p> <p>The number of complaints is currently required in CHALD – number resolved vs upheld might be more indicative of quality.</p>	n/a	<p>Remove from management information.</p> <p>Identify a process for breach of contract when the purchaser has concerns about the quality of service.</p>
Staffing	<p>For CHALD: Numbers who are paid RLW, SSSC register, leavers and starters</p> <p>Fair Work First information</p> <p>There may be instances where Scotland Excel are required to exercise the contract in relation, for example, to staffing to ensure the safe operation of the framework. These instances are typically ad hoc, rather than routine monitoring via quarterly returns.</p>	<p>Instead, turnover % or stability index % or vacancy rate or absence rate would be more indicative of quality.</p> <p>Aggregating this information would be useful to demonstrate challenges and issues with adult social care (Real Living Wage) uplift policy and percentages, but this is not the role of Scotland Excel.</p>	n/a	Remove from management information where possible.

Safeguarding (ASP)	For CHALD: number currently required.	Outcomes or quantification of harm more useful information for quality.	n/a	Remove from management information.
Service Reviews – occurred within timescale (six monthly or annual)		Providers felt this was a social work requirement.		Remove from management information.
Information from Local Authorities/Providers				
Breach of contract due to issues with quality	Potentially need to develop template.			Identify a process for breach of contract when the purchaser has concerns about the quality of service.

Impact Data				
Information from Providers				
Type	Scotland Excel Formats/Usage	CCPS Provider view	Return to providers?	Action?
(Personal) Outcomes achieved	Where requested: <ul style="list-style-type: none"> • Binary yes/no • Forums • Surveys 	<p>Providers felt this is a social work requirement. It is not for Scotland Excel to determine whether outcomes were successfully met as often outcomes are understood in terms of a 'contribution' not 'attribution' model; evaluating outcomes is a more qualitative process involving multiple assessments and perspectives.</p> <p>Not really a yes/no answer. Individuals identify multiple goals for themselves and achievement is often about how they feel.</p> <p>But another question might be: how do we know if the framework is working?</p>	n/a	Remove from management information.
Framework Evaluation		<p>Providers feel that Scotland Excel should seek feedback from local authorities on value that they place on evaluation information that Scotland Excel collects and to apply risk/benefit analysis to avoid unnecessary data collection.</p> <p>Providers feel that Scotland Excel's evaluation should focus on the effectiveness of the framework and of contractual arrangements, not the effectiveness of individual support packages. For example, Scotland Excel could gather feedback on whether providers had conflicts or fee disputes and whether these were resolved.</p>	n/a	Review: this may not be required through management information. Consultation with local authorities needed.

Information from Local Authorities/Purchasers/Commissioners				
Voice of Lived Experience (in commissioning services to meet (local) need)	Scotland Excel engages with people who access services through consultation when frameworks are reviewed, in line with their Participation Strategy. Purchasers do not share consultation information with Scotland Excel about local need. It is local authorities' process to engage people to ensure local services meet local need; services will then be purchased in line with local planning arrangements, e.g. Integration Joint Board Strategic Plans, and feed into local reporting.	Providers feel that it is not Scotland Excel's role to monitor the impact of services on individuals, this is the role of the local authority. It is Scotland Excel's role to evaluate whether frameworks are working as intended and how frameworks can be improved.	n/a	
Framework Evaluation	There are high level policy objectives for which purchasers (local authorities) may seek Scotland Excel data input. There is potentially work needed to clarify what local authorities require of Scotland Excel for this.	Providers request that Scotland Excel complete risk/benefit analysis when adding any data requests for providers to ensure that only necessary data is requested.		Clarify what local authorities require of Scotland Excel for impact and evaluation purposes.

CCPS, Norton Park, 57 Albion Road, Edinburgh EH75QY
Tel: 0131 475 2676, www.ccpscotland.org

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