

AGENDA ITEM NO 5

REPORT NO 102/14

ANGUS COUNCIL

SOCIAL WORK AND HEALTH COMMITTEE - 25 FEBRUARY 2014

SERVICE LEVEL AGREEMENTS AND OTHER THIRD PARTY PROVIDERS 2014/2015

REPORT BY THE HEAD OF QUALITY AND PERFORMANCE

ABSTRACT

This report seeks committee approval of the proposed service level agreements with the voluntary sector and agreements with other third party providers by for social work services in 2014/2015.

1 RECOMMENDATIONS

It is recommended that the Social Work and Health Committee:-

- i) approves the social work service level agreements (SLA) and day care proposals for 2014/15;
- ii) notes the ongoing commitment by the People Directorate to partnership working with voluntary sector service providers;

2 BACKGROUND

2.1 Under the provisions of Section 4 of the Social Work (Scotland) Act 1968 a local authority may make arrangements for assistance in the performance of the functions assigned to it by organisations or persons who are able to do so. To facilitate some of these arrangements Angus Council's People Directorate enters annually into a range of service level agreements with a number of voluntary sector service providers.

2.2 These service level agreements facilitate the provision of a number of essential services through partnership working. Working in partnership with the voluntary sector is essential to the provision of effective and efficient services and brings added benefits for the people of Angus in terms of sharing skills and experience; generating new insights and solutions; building on respective skills and experience; and attracting additional sources of revenue funding. In a number of instances external funding from other agencies is obtained by the providers on the strength of the commitment shown by Angus Council.

2.3 It should also be noted that the services provided under the service level agreements are subject to the monitoring arrangements as set out in the corporate standard for service level agreements. In addition all service level agreements require quarterly reporting on the level and quality of services provided, which is actively monitored by staff within the People Directorate.

3 CURRENT POSITION

3.1 For 2014/2015 it is proposed to increase the funding provided by Angus Council for these service level agreements by 1%. This includes funding from the Angus Alcohol and Drug Partnership which is subject to ratification by the Partnership Board on 24 March 2014. The value of the SLA for Barnardo's is being held at the same level as 2013/14 to allow discussions about funding and service levels to be concluded.

3.2 Any increase in NHS Tayside's contributions will be in line with the nationally agreed uplift for Resource Transfer. No agreement has yet been reached on this and therefore no increase has been made to NHS contributions.

- 3.3 The funding provided by each agency is shown separately in each service level agreement.
- 3.4 Activity measures and the individual funding proposals for service level agreements are shown in Appendix 1. As full reporting information for 2013/2014 is not yet available the activity measures for 2012/2013 are shown.
- 3.5 The People Directorate will not commission a shopping and pension collection service from the Salvation Army in 2014/15 but to allow time for the service to be wound up their service level agreement for 2013/14 will be extended as necessary but at least until 30 April 2014.
- 3.6 Couple Counselling Tayside wrote to Angus Council on 16 December 2013 advising that their Executive Committee had come to an agreement to dissolve the Company at the end of March 2014. Therefore, there will be no service level agreement with Couple Counselling Tayside for 2014/15.
- 3.7 The practice of Social Work and Health awarding recurring grants to voluntary organisations via the Angus Council Community Grant Scheme has been discontinued and funding for these organisations is now provided via a shorter form of service level agreement. A list of these agreements is attached as Appendix 2 to this report. In 2013/14 Age Concern Angus and One Parent Families Scotland were offered grant funding but this was not taken up therefore they do not appear in the list of agreements for 2014/15.
- 3.8 The People Directorate also has contracts with a range of voluntary sector providers of day-care for older people. A list of these is attached as Appendix 3. The values of these contracts are subject to annual review according to a formula agreed by Committee in August 2003 (Report No 852/03). This formula is based partly on any change in the March Retail Price Index for the year in which the formula is being applied and partly on the local government pay award. Funding levels cannot be confirmed until such time as the RPI for March 2014 is known therefore the funding for day care providers has been included in this report at the same level as last year.
- 3.9 Staff within the People Directorate are currently working with Angus Care and Repair to revise their service level agreement. A separate report will be presented to committee when this work has been completed.

4 PROPOSALS

It is proposed to make the payments to voluntary organisations as detailed in this report

5 PROPERTY IMPLICATIONS

There are no implications arising from this report.

6 RISKS

There are no specific risks arising from this report.

7 FINANCIAL IMPLICATIONS

The total value of the service level agreements etc is:

TABLE 1

CATEGORY	AMOUNT
Children's Services	£600,165
Older People's Services	£56,320
Adult Care Services	£180,431
General	£545,462
TOTAL – SLA's	£1,382,378
Day Care	£910,688
Community Grants	£7,871
TOTAL	£2,300,937

This will be funded as follows:-

TABLE 2

SOURCE	AMOUNT
People Directorate	£2,064,104
Other Services	£106,616
Angus Council funding	£2,170,721
Resource Transfer from NHS Tayside	£130,217
TOTAL	£2,300,937

Provision for these sums has been made in the relevant revenue budgets.

8 HUMAN RIGHTS IMPLICATIONS

There are no Human Rights implications arising from the recommendations contained in this report.

9 EQUALITIES IMPLICATIONS

The issues dealt with in this report have been the subject of consideration from an equalities perspective. An [equalities impact assessment](#) has been undertaken.

10 ANGUS COMMUNITY PLAN AND SINGLE OUTCOME AGREEMENT

This report contributes to the following local outcomes contained within the Angus Community Plan and Single Outcome Agreement.

- 8 We have improved the health and wellbeing of our people and inequalities are reduced.
9. Individuals are supported in their own communities with good quality services.

11 CONSULTATION

The Chief Executive, Head of Corporate Improvement & Finance and Head of Legal & Democratic Services have been consulted in the preparation of this report.

12 CONCLUSION

Entering into the service level agreements listed in this report on a partnership basis with the voluntary sector helps ensure the provision of a range of essential social work services in Angus. This type of partnership working brings with it a range of benefits including a sharing of skills and expertise and the capacity to attract additional funding to Angus. Partnership working and the use of service level agreements is an essential aspect of the People Directorate's delivery of best value services to the most vulnerable individuals and families in Angus.

LES HUTCHINSON HEAD OF QUALITY AND PERFORMANCE

NOTE: The background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) which were relied on to any material extent in preparing the above report.

- Report No 852/03 Day Care for Older People in Angus - Proposals for Funding 2003/2004

SW&H/LH/DS

Appendices:

- Appendix 1 Service Level Agreements
- Appendix 2 Grant Scheme Agreements
- Appendix 3 Contracts with Day Care Providers

TABLE 3

CHILDREN'S SERVICES

The proposed spend on service level agreements for Children amounts to £600,165. This is broken down in the following table.

ORGANISATION	FUNDING 2014/2015	SERVICE	ACTIVITY	2011/12	2012/13
Angus Special Playscheme	£31,151	Playschemes for children with disabilities aged 5 to 18 and youth scheme for young people with disabilities aged 12 to 18	Number of children receiving a service	37	33
<u>Barnardo's</u> Family Service Angus (refocused service)	£310,272 (both services)	To support children most in need to enable them to stay in their local communities. To support carers in meeting the needs of children recovering from abuse and neglect. (£12,486 of this funding is provided by NHS Tayside)	Number of referrals	60	48
Family Group Conferencing		Facilitate Family Group Conferences to develop care and support plans for young people who are or are at risk of becoming looked after and accommodated	Family Group Conferencing referrals	52	57
Homestart Angus	£75,494	Support for families with children under-five (£12,545 of this funding is provided by NHS Tayside)	Total number of referrals	35	55
			Number of families receiving a service	26	48

TABLE 3 CONTINUED

ORGANISATION	FUNDING 2014/2015	SERVICE	ACTIVITY	2011/12	2012/13
Parent to Parent	£38,641	Support and advice for parents of children with additional needs.	Number of families supported in their own homes Number of young people supported Referrals - Support and advice to families Referrals - Young persons advocacy	25 17 45 22	32 17 57 19
Tayside Council on Alcohol/Web Project (Mediation and Reparation Service)	£83,405	Mediation and reparation between young offenders and their victims	New referrals People completed programme	34 34	38 33
Web Project Streets Ahead Project	£45,900	Provision of an intensive assessment, interventions and care service to young people aged 14 – 25 years who have problems as a result of substance misuse Education, advice and support to young people aged between 18 – 25 who are at risk in relation to sexual health (£40,400 of this funding is provided by Angus Alcohol and Drugs Partnership)	Total number of new referrals Total number of education sessions Total attendance	31 28 1026	31 20 1056
Who Cares? Scotland	£15,302	Advocacy and representation for young people	Number of young people seen	5	13

TABLE 4

OLDER PERSONS' SERVICES

The proposed spend on service level agreements for Older People amounts to £56,320. This is broken down in the following table.

ORGANISATION	FUNDING 2014/2015	SERVICE	ACTIVITY	2011/12	2012/13
Alzheimer Scotland	£56,320	Dementia Resource Worker	Total number of referrals	64	64
			Total number of support groups held	148	111
			Total number attending support groups	699	566
			Total number of meetings held with carers only	482	401
			Total number of meetings with carer and person with dementia	55	56
			Total number of requests for information	980	1148
			Total number attending drop-in sessions/Music Café/Dementia Café	1978	1867

TABLE 5

ADULT CARE SERVICES

The proposed spend on service level agreements for Adult Care Services amounts to £180,431. This is broken down in the following table.

ORGANISATION	FUNDING 2014/2015	SERVICE	ACTIVITY	2011/12	2012/13
Support in Mind Scotland	£15,385	Support and information for carers of adults with mental health problems	Total number of referrals Number of service users receiving contact Number of carers groups held Number of carers attending support groups	15 52 7 37	8 55 34 123
Scottish Huntington's Association	£32,019	Support for people with Huntington's Disease and their families (£3,247 of this funding is provided by NHS Tayside)	Number of active cases Total number of family contacts Total number of educational sessions Total number of specialist assessments	25 192 4 3	18 155 5 2
Tayside Council on Alcohol	£122,352	Counselling advice and information on alcohol (£15,308 of this funding is provided by NHS Tayside) (£91,672 of this funding is provided by Angus ADP)	Referrals adults Referrals adults	161 (including 24 re-referral's) 114 (including 22 re-referral's)	114 (including 22 re-referral's) 169 (including 32 re-referral's)
HOPE (Hospitalfield Organic Produce Enterprise)	£10,675	Garden project providing trainee placements for adults with learning disabilities	Number of trainee placements (average at any one time)	13	13

TABLE 6
GENERAL

The proposed spend on service level agreements for General Services amounts to £545,462. This is broken down in the following table.

ORGANISATION	FUNDING 2014/2015	SERVICE	ACTIVITY	2011/12	2012/13
Victim Support	£6,668	Assistance to victims of crime	Total number of referrals	3,552	3340
Angus Carers Association	£192,828	Support and Information for carers (£30,111 of this funding is provided by NHS Tayside) (£41,564 of this funding is provided by Angus ADP)	Number of carers (adults) Number of outreach support groups held (Adults) Number of young carers Number of outreach support groups held (young carers) Number of young carers who have a parent with drug/alcohol problem Average number of carers attending drug and alcohol project Average attendance at outreach groups	1670 88 51 24 27 135 46	1695 69 83 36 27 133 59
Angus Independent Advocacy	£138,002	Independent advocacy for service users (£55,789 of this funding is provided by NHS Tayside)	Number of service users receiving a service (average at any one time)	145	144
Citizens' Advice Bureau	£133,856	Provide an advice service (including a money/debt advice service) (£106,616 of this funding is provided from Angus Council's Other Services budget)	Total number of contacts	9,877	9,707

ORGANISATION	FUNDING 2014/2015	SERVICE	ACTIVITY	2011/12	2012/13
Relationship Scotland Family Mediation Tayside and Fife	£6,304	Support and counselling for divorced or separated couples and their children	Total number of referrals (adults)	262	77
			Total number of referrals (children)	379	82
			Total number of mediation sessions	97	42
PAMIS	£10,036	Support for people with profound and multiple disabilities and their families	Number of service users living with families in Angus receiving a service	29	21
			Number of service users receiving a service who have families but who are not living with them	36	14
			Number of service users without families receiving a service	8	8
			Total number of one-to-one visits undertaken	48	24
			Total number of group meetings held	10	23
			Total number of Tayside professionals accessing the service	217	215
Dundee Carers Centre	£52,377	Support to people who are eligible for a Direct Payment	Total number of people supported	74	89
Angus Access Panel	£5,391	Provide an enquiry and information service on accessibility issues	Total number of enquiries	53	43
			Total number of site visits	19	58

ORGANISATION	FUNDING 2014/2015	SERVICE	ACTIVITY	2011/12	2012/13
Dundee Carers Centre	£52,377	Support to people who are eligible for a Direct Payment	Total number of people supported	74	89
Angus Access Panel	£5,391	Provide an enquiry and information service on accessibility issues	Total number of enquiries	53	43
			Total number of site visits	19	58

TABLE 7
COMMUNITY GRANT SCHEME – AGREEMENTS 2014/2015

The proposed spend on the Community Grant Scheme amounts to £7,871 This is broken down in the following table.

ORGANISATION	AMOUNT	SERVICE
Adoption and Long Term Fostering Group	£256	Provide support to adopters and those providing permanence for children.
Age Concern (Arbroath)	£579	Provide support to older people in Angus by way of parcels and social activities.
Arbroath and District Lip Reading Group	£579	Provide social support and skills development in lip-reading for those affected by hearing loss.
ChildLine Scotland (NSPCC)	£473	Provide a free confidential telephone helpline which is accessible to all children and young people.
Cruse Bereavement (Angus)	£1,271	Provide support to those in Angus who have been bereaved. (£731 of this funding is provided by NHS Tayside)
ENABLE	£600	Provide a legal service on issues relating to learning disabilities.
Headway Tayside	£1,125	Provide a support group in Arbroath dedicated to people in Angus with brain injuries.
Music in Hospitals	£1,020	Provide professional live music for people in care
Physically Disabled United Group	£536	Provide social contact and creative activities for disabled members.
Scottish Spina Bifida Association	£616	Increase public awareness and understanding of individuals with spina bifida and/or hydrocephalus and allied disorders.
Scottish Women's Aid	£349	Provide information, support, publications and training to their affiliated group, Angus Women's Aid.
Shelter Scotland	£297	Provide remote access advice, advocacy and support service to Angus residents.
Speakeasy	£170	Hold committee meetings monthly in Arbroath.

TABLE 8

CONTRACTS WITH DAY CARE PROVIDERS 2014/2015

The proposed spend on day care for older people amounts to £ 910,688. This is broken down in the following table.

ORGANISATION	FUNDING	Number of Commissioned Places per day	Days per year
Arbroath Town Mission Day Care	£121,151	16	256
Brechin Day Care	£175,600	20	256
Forfar Day Care	£180,880	24	256
Kirriemuir Day Care	£180,880	24	256
Montrose Day Care	£182,267	24	256
Monifieth (St Mary's) Day Care	£69,910	8	256