

ANGUS COUNCIL

SOCIAL WORK AND HEALTH COMMITTEE – 8 APRIL 2014

SERVICE LEVEL AGREEMENT WITH ANGUS CARE AND REPAIR

REPORT BY HEAD OF QUALITY AND PERFORMANCE

ABSTRACT

This report advises committee of the outcome of negotiations with Angus Care and Repair relating to the Service Level Agreement (SLA) for 2014-15.

1. RECOMMENDATIONS

It is recommended that the Social Work and Health Committee:

- (i) approves the addition of fitting Telecare equipment to the Service Level Agreement with Angus Care and Repair
- (ii) notes the other terms of the SLA as described in section 4
- (iii) notes the revised funding arrangements detailed in section 5
- (iv) notes the estimated activity levels detailed in Appendix 1.

2. ALIGNMENT TO THE ANGUS COMMUNITY PLAN/SINGLE OUTCOME AGREEMENT/CORPORATE PLAN

This report contributes to the following local outcomes contained within the Angus Community Plan and Single Outcome Agreement 2013-2016:

- 7. Our communities are safe, secure and vibrant
- 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

3. BACKGROUND

- 3.1 Reference is made to Article 20 (report 225/12) of the minute of meeting of Angus Council of 22 March 2012. Report 225/12 indicated that there was an ongoing Service Level Agreement between Angus Care and Repair and Angus Council. The Service Level Agreement was currently under review and would be reported to the Infrastructure Services Committee in due course. Given the need for Angus Care and Repair to be fully funded to provide the necessary services, it was considered appropriate to continue this current Service Level Agreement for another year.
- 3.2 On 20 August 2013, the continuation of the SLA for 2013/14 was approved (Article 9, report 452/13).
- 3.3 During discussions between officers from the relevant sections of the Council, it was agreed that responsibility for managing the SLA would transfer from (then) Infrastructure Services to Social Work and Health. During 2013/14 officers from the People Directorate have been liaising with Angus Care and Repair to prepare a revised SLA for 2014/15, reflecting Council priorities and clarifying the funding arrangements.
- 3.4 In addition to the activities described above, internal audit carried out an audit of the arrangements for the monitoring of the SLA with Angus Care and Repair (ACR). The audit conclusions recognised the community relations experienced by Angus Care and Repair. The

audit report also outlined a series of recommendations including that elected members should be provided with more information about the services provided by ACR and that consideration should be given to benchmarking/ market testing elements of the work undertaken by ACR to confirm that the SLA was delivering value for money. As a result, information will be provided to Committee on a yearly basis and market testing may take place should Committee request such evaluative action in the future.

3.5 Reference is also made to Article 3 (report 84/14) of the minute of meeting of Angus Council of 13 February 2014 where it was agreed to reduce the funding available to Angus Care and Repair.

3.6 A revised SLA has now been prepared for Angus Care and Repair. Staff from ACR have been involved in the development of the SLA, and the ACR Board has been advised of developments.

4. PROPOSALS

4.1 The key features of the SLA are as follows.

4.2 The Council's priorities have been clearly stated in the SLA, specifically around the role that ACR plays in supporting the Council's Scheme of Assistance and in providing home safety checks and fitting adaptations that enable older people to continue to live in their own homes. Estimates of activity have been agreed in four groupings reflecting the Council's priorities. These groupings and estimates are listed in Appendix 1.

4.3 The Council has added an element to the SLA for ACR fitting Telecare equipment. This is a new arrangement, and estimates of activity levels are also contained in Appendix 1.

4.4 The philosophy that underpins the revised SLA takes account of the wider community role that is played by ACR. Therefore, we have decided at this stage not to market test the services that are being provided. Further, we are not treating the SLA as a 'costed volume' contract. Instead, we are adopting a partnership approach by allocating one sum of money to ACR for all of the activities described in the SLA.

4.5 In preparing the SLA, we have recognised that Angus Care and Repair will use their resources, including their workforce, for the benefit of older people in Angus outwith the activities and estimates contained in the SLA. This will include a small repairs service for which individuals receiving the service may be charged.

4.6 In previous years Angus Council funded a service delivered by ACR known as 'Safe as Houses'. This service was valued at £50,000 in 2013-14. Given that this is a service that benefits several statutory partners who have not contributed to this project for several years, we have decided to remove this service from the SLA, and reduce the overall funding for the SLA accordingly.

4.7 The estimated activity levels contained in the SLA will be jointly monitored on a quarterly basis, with any significant variations being analysed and remedial action being agreed.

5. FINANCIAL IMPLICATIONS

5.1 In 2013-14, the SLA for ACR had a financial value of £454,771. Taking account of the proposals outlined in section 4, the funding for 2014-15 will be £420,000.

5.2 This will be funded by:

<u>Service area</u>	<u>£'000</u>
People - Adult services	123
Communities - Private Sector Housing Grant	188
Communities - Other Housing	87
Communities - Housing Revenue Account*	22
Total	420

* - Angus Care and Repair will record information to provide an appropriate audit trail for this element of expenditure.

NOTE: No background papers, as detailed by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to a material extent in preparing the above report.

REPORT AUTHOR: Les Hutchinson
EMAIL DETAILS: PEOPLE@angus.gov.uk

[Equalities Impact Assessment](#)

List of Appendices:

Appendix 1 – Estimates of activity levels for 2014-15 contained within the Service Level Agreement

Estimates of activity levels for 2014-15 contained within the Service Level Agreement

Major adaptations

Estimated activity – 215

Major repairs

Estimated activity – 215

Minor adaptations

Adaptation	Estimated Activity for 2014/15
Internal/External Grabrails	1,800
Wall Fixed Folding Shower Seat	15
Banister Rail	260
Thresholds	77
Step-Reflector Markings	40
Loop System	44
Re-hanging of Internal Doors	10
Advice Visits	85
Failed Installation on Technical Grounds. Service user visited for the purpose of installation but not technically possible to fit adaptation	105

Home Safety Service

Estimated activity – 300

Telecare equipment

Adaptation	Estimated activity for 2014/15
Door Contacts	16
Gas Detectors	6
Heat Sensors	4
Key Switch	8
Lisa Vibrating Alarm	53
Overhead Care Sensor	3
Smoke Detector	145
Co Detector	2
Annunciation Box	1