

**ANGUS COUNCIL**

**SOCIAL WORK AND HEALTH COMMITTEE – 24 FEBRUARY 2015**

**SERVICE LEVEL AGREEMENTS FOR PROVIDERS OF ADULT AND GENERAL SERVICES  
2015/2016**

**REPORT BY MARGO WILLIAMSON, STRATEGIC DIRECTOR - PEOPLE**

**ABSTRACT**

This report seeks committee approval of the proposed service level agreements with the voluntary sector for services other than children's services.

**1 RECOMMENDATIONS**

It is recommended that the Social Work and Health Committee approves the People Directorate service level agreements for adult and general services for 2015/16;

**2 ALIGNMENT TO 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:

We have a sustainable economy with good employment opportunities  
We have improved the health and wellbeing of our people and inequalities are reduced  
Individuals are supported in their own communities with good quality services

**3 BACKGROUND**

- 3.1 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 People Directorate enters annually into a range of service level agreements with a number of voluntary sector service providers.
- 3.2 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; 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.
- 3.3 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 regular reporting on the level and quality of services provided which is actively monitored by staff within the People Directorate.

**4 CURRENT POSITION**

- 4.1 A review of service level agreements using the LEAN methodology is being carried out. This may result in a number of SLAs being re-designated as contracts and falling under different procurement processes. This report includes the general SLA's as although many are not only for adults they are the predominant service recipients.
- 4.2 For 2015/2016 it is proposed to increase the funding provided by Angus Council for these service level agreements by 1%.
- 4.3 Funding from the Angus Alcohol and Drug Partnership (ADP) is to be decided by the Partnership board in March therefore no increase has been made to ADP contributions.

- 4.4 Any increase in NHS Tayside's contributions will be in line with any nationally agreed uplift for Resource Transfer. No agreement has yet been reached on this and therefore no increase has been made to NHS contributions. Once the Resource Transfer information is known an information schedule will be submitted to Committee. It should be noted that the agreed resource transfer uplift for 2014/15 (2%) has been applied to the SLA's during the course of the financial year.
- 4.5 The funding provided by each agency is shown separately in each service level agreement.
- 4.6 The practice of The People Directorate 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.
- 4.7 Activity measures and the individual funding proposals for service level agreements are shown in Appendix 1. As full reporting information for 2014/2015 is not yet available the activity measures for 2013/2014 are shown.
- 4.8 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. Committee Report No 84/14 approved by Angus Council on 13 February 2014 identified a saving of £52,000 required to be made in respect of these contracts. At present these block contracts are based on the number of places in the block contract. Reducing the number of places reduces the cost and therefore achieves this saving. The move away from block contracts is in line with the principles of Self Directed Support (SDS) which provides supported people with greater choice and flexibility in how they have their outcomes met. Appendix 3 shows the original and new numbers of block purchased places. If further places are required these will be purchased on a spot basis. The values of these contracts are subject to annual review according to a formula agreed by Committee in August 2003 (Report No 852/03). The 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 2015 and the level of the local government pay award are known therefore the funding for day care providers included in this report reflects the new numbers of places but has been calculated at the same costs per place as 2014/15
- 4.9 Staff within People and Communities Directorates 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.
- 4.10 Administration of the service level agreement with Voluntary Action Angus has been taken over by Communities Directorate (Committee Report No 22/15 approved by the Communities Committee on 20 January 2015 refers.)
- 4.11 Angus Access Panel was finding it a challenge to attract and keep volunteers to staff their premises and requested to reduce their opening hours to one afternoon per week. As the level of face-to-face activity has been reducing in recent years, this will not adversely affect people using their service. Angus Access panel agreed to accept a reduced level of funding from £5,391 to £4,000 for 2014/15 to reflect this reduced level of service. Accordingly, Angus Access Panel's funding is now dealt with as Grant Aid Funding Agreement rather than a service level agreement. The Head of Quality and Performance has approved these changes and they were reported to Committee in August 2014 (Committee Report No 315/14).

## **5 PROPOSALS**

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

## **6 PROPERTY IMPLICATIONS**

There are no implications arising from this report.

## **7 RISKS**

There are no specific risks arising from this report.

## 8. FINANCIAL IMPLICATIONS

The total value of the service level agreements etc is:

TABLE 1

ITEM	CATEGORY	AMOUNT
1	Older People's Services	£56,883
2	Adult Care Services	£181,504
3	General	£581,916
4	<b>TOTAL – SLA's</b>	<b>£820,303</b>
5	Day Care	£844,193
6	Community Grants	£11,519
7	<b>TOTAL</b>	<b>£1,676,015</b>

This will be funded as follows:-

TABLE 2

ITEM	SOURCE	AMOUNT
1	People Directorate	£1,292,193
2	Other Directorates	£107,682
3	<b>Angus Council funding</b>	<b>£1,399,875</b>
4	Resource Transfer from NHS Tayside	£142,904
5	Alcohol and Drugs Partnership	£133,236
6	<b>TOTAL</b>	<b>£1,676,015</b>

Provision for these sums has been made in the relevant revenue budgets for 2015/16.

## 9 HUMAN RIGHTS IMPLICATIONS

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

## 10 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.

## 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 and health 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.

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**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
- Report No 84/14 Provisional Revenue Budget and Savings Proposal Volume
- Report No 315/14 Information Report for the period 8 May to 31 July 2014

**SW&H/LH/DS**

Appendices:

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

TABLE 3

Appendix 1

**OLDER PERSONS' SERVICES**

The proposed spend on service level agreements for Older People amounts to £56,883. This is broken down in the following table.

<b>ORGANISATION</b>	<b>FUNDING 2015/2016</b>	<b>SERVICE</b>	<b>ACTIVITY</b>	<b>2012/13</b>	<b>2013/14</b>
Alzheimer Scotland	£56,883	Dementia Resource Worker	Total number of referrals	64	101
			Total number of support groups held	111	114
			Total number attending support groups	566	521
			Total number of meetings held with carers only	401	385
			Total number of meetings with carer and person with dementia	56	133
			Total number of requests for information	1148	1025
			Total number attending drop-in sessions/Music Café/Dementia Café (new Cafes started in Monifieth and Montrose.)	1867	2940

TABLE 4

**ADULT CARE SERVICES**

The proposed spend on service level agreements for Adult Care Services amounts to £181,504. This is broken down in the following table.

ORGANISATION	FUNDING 2015/2016	SERVICE	ACTIVITY	2012/13	2013/14
Support in Mind Scotland	£15,539	Support and information for carers of adults with mental health problems	Total number of referrals	8	14
			Number of service users receiving contact	55	106
			Number of carers groups held	34	29
			Number of carers attending support groups	123	130
Scottish Huntington's Association	£32,372	Support for people with Huntington's Disease and their families  (£3,247 of this funding is provided by NHS Tayside)	Number of active cases	18	29
			Total number of family contacts	155	197
			Total number of educational sessions	5	7
			Total number of specialist assessments	2	10
Tayside Council on Alcohol	£122,811	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	114 (including 22 re-referrals )	110 (including 21 re-referrals )
			Referrals young people	169 (including 32 re-referrals)	137 (including 32 re-referrals)
HOPE (Hospitalfield Organic Produce Enterprise)	£10,782	Garden project providing trainee placements for adults with learning disabilities	Number of trainee placements (average at any one time)	13	13

**TABLE 5**  
**GENERAL**

The proposed spend on service level agreements for General Services amounts to £581,916. This is broken down in the following table.

<b>ORGANISATION</b>	<b>FUNDING 2015/2016</b>	<b>SERVICE</b>	<b>ACTIVITY</b>	<b>2012/13</b>	<b>2013/14</b>
Victim Support	£6,735	Assistance to victims of crime	Total number of referrals	3340	3476
Angus Carers Association	£194,642	Support and Information for carers  (£30,713 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	1695  69  83  36  27  133  59	1878  83  227  64  12  135  37
Angus Independent Advocacy	£139,940  £36,000	Independent advocacy for service users  Patient Advice Support Service  (£92,905 of this funding is provided by NHS Tayside)	Number of service users receiving a service (average at any one time)  This additional element is funded from NHS Tayside which has not been included in this report previously	144	317
Citizens' Advice Bureau	£135,195	Provide an advice service (including a money/debt advice service)	Total number of contacts	9,707	9,863

ORGANISATION	FUNDING 2015/2016	SERVICE	ACTIVITY	2012/13	2013/14
		(£107,682 of this funding is provided from Angus Council's Other Services budget)			
Relationship Scotland Family Mediation Tayside and Fife	£6,367	Support and counselling for divorced or separated couples and their children	Total number of referrals	77	115
			Total number of mediation sessions	42	58
PAMIS	£10,136	Support for people with profound and multiple disabilities and their families	Number of families in Angus receiving a service	43	40
			Total number of one-to-one visits undertaken	24	55
			Total number of group meetings held	23	10
			Total number of Tayside professionals accessing the service	215	251
Dundee Carers Centre	£52,901	Support to people who are eligible for a Direct Payment	Total number of people supported	89	98



TABLE 6

**FORMER COMMUNITY GRANT SCHEME – AGREEMENTS 2015/2016**

The proposed spend on the former Community Grant Scheme amounts to £11,519. This is broken down in the following table.

<b>ORGANISATION</b>	<b>AMOUNT</b>	<b>SERVICE</b>
Angus Access Panel	£4,040	Provide an enquiry service and information service on accessibility issues
Adoption Fostering Angus	£259	Provide support to adopters and those providing permanence for children.
Age Concern (Arbroath)	£585	Provide support to older people in Angus by way of parcels and social activities.
Arbroath and District Lip Reading Group	£585	Provide social support and skills development in lip-reading for those affected by hearing loss.
Cruse Bereavement (Angus)	£1,291	Provide support to those in Angus who have been bereaved. (£746 of this funding is provided by NHS Tayside)
ENABLE	£606	Provide a legal service on issues relating to learning disabilities.
Headway Tayside	£1,136	Provide a support group in Arbroath dedicated to people in Angus with brain injuries.
Music in Hospitals	£1,030	Provide professional live music for people in care
Physically Disabled United Group	£541	Provide social contact and creative activities for disabled members.
Scottish Spina Bifida Association	£622	Increase public awareness and understanding of individuals with spina bifida and/or hydrocephalus and allied disorders.
Scottish Women's Aid	£352	Provide information, support, publications and training to their affiliated group, Angus Women's Aid.
Shelter Scotland	£300	Provide remote access advice, advocacy and support service to Angus residents.
Speakeasy	£172	Hold committee meetings monthly in Arbroath.

TABLE 1

**CONTRACTS WITH DAY CARE PROVIDERS 2015/2016**

The proposed spend on day care for older people amounts to £844,193 This is broken down in the following table.

<b>ORGANISATION</b>	<b>FUNDING</b>	<b>Number of Commissioned Places per week 2015/16</b>	<b>Number of Commissioned Places per day 2014/15</b>	<b>Days per year</b>
Arbroath Town Mission Day Care	£115,335	75	80	256
Dalhousie Centre Brechin	£160,374	90	100	256
Deirdre Knight Centre Forfar	£168,367	110	120	256
Kirriemuir Day Care	£168,367	110	120	256
Montrose Day Care	£169,670	110	120	256
St Mary's Day Care Monifieth	£62,080	35	40	256