

## PERTH AND KINROSS COUNCIL

Housing and Health Committee – 31 October 2012

**SOCIAL CARE COMMISSIONED SERVICES CONTRACT VALUES  
AND MONITORING ARRANGEMENTS****Report by Executive Director (Housing and Community Care)****ABSTRACT**

This report advises Committee of the contract values and monitoring arrangements for social care services commissioned by Housing and Community Care for 2012-13.

**1. RECOMMENDATIONS**

It is recommended that Committee:

- 1.1 Notes the levels of funding awarded for 2012-13 to social care commissioned services (Appendices 1 - 3).
- 1.2 Notes the monitoring and contract management arrangements in place to deliver agreed outcomes and value for money.

**2. BACKGROUND**

- 2.1 On 19 May 2010 Housing and Health Committee approved the Housing and Community Care Services Commissioning Strategy (Report 10/252). This set out the arrangements for commissioning services from external providers and summarised the areas of expenditure on services based on the agreed priorities of joint community care strategies. The strategy identified that over 75% of community care services' net expenditure was spent on externally commissioned delivered services.
- 2.2 Strategic commissioning has been defined by the Audit Commission as "all the activities involved in assessing and forecasting needs, agreeing desired outcomes, considering options, planning the nature range and quality of future services and working in partnership to put these in place".
- 2.3 The Strategic Policy and Resources Committee on 14 September 2011 approved the Annual Report for Following the Public Pound (Report 11/463). The report before Committee today advises on the complementary information required under the 'Following the Public Pound' arrangements whereby an annual report is to be provided to the relevant approving committee on contract and grant values which may not always be fully available in summary budget reports. The report also satisfies a recommendation to provide detailed information on social care contract values which arose from a recent internal audit report on commissioned services.

### **3. HOUSING AND COMMUNITY CARE CONTRACT MANAGEMENT & MONITORING ARRANGEMENTS**

3.1 Housing and Community Care Services have a number of contractual mechanisms in place to help deliver the service's strategic objectives and outcomes. These are:

- National Care Home Contracts – a national contract which provides the framework for purchasing care home placements for local authority funded residents.
- Pre-Placement Agreements for approved care at home providers – agreements with providers which enable the purchase of a care at home service at a set price or standardised rate.
- Service Level Agreements – agreements negotiated and entered into, predominantly with voluntary sector providers, to deliver an agreed service.
- Block Contracts – an arrangement where a fixed level of service is purchased at a fixed price over a set period. These are in place where services have been tendered competitively or a specialist type of service has been subject to contract negotiation on price and level of service specification.
- Spot Purchasing – where a specific type and volume of care and/or support is purchased on a case by case basis for specific named individual.

3.2 The purpose of the report is to appraise Committee of the range, type and value of services which are purchased by these means.

- Appendix 1 provides a list of the Service Level Agreements, Block Contracts and Individual Placement Agreements which are in place for 2012 -13, to a total value of £13.793 million.
- Appendix 2 provides a list of Care Homes in Perth and Kinross operating within the National Care Home Contract, which is form of pre-placement contract, where the Council makes placements. The level of spend for 2012-13 is £19.253 million.
- Appendix 3 provides a list of the care at home agencies operating under pre-placement agreements in Perth and Kinross. The level of spend for 2012 -13 is £5.5 million.

3.3 The Scottish Government has identified joint commissioning with local health care agencies and the independent sector as a major priority in the integration of health and adult care. Future committee reports will outline the detail of such arrangements once confirmed with the Scottish Government.

3.4 The Regulation of Care (Scotland) Act 2001 provides the legal basis for the application of National Care Standards for services and Codes of Practice for social services' workers and employers. These duties are discharged by the Care Inspectorate and the Scottish Social Service Council respectively.

- 3.5 All social care services which are commissioned by Housing and Community Care are subject to comprehensive monitoring and contract management processes undertaken by the Commissioning and Contracting Team. The focus of the monitoring is to ensure the services purchased are delivered in alignment with Council priorities and are focused on delivering desired outcomes, at appropriate standards and prices.
- 3.6 There are four main themes which provide a framework for Housing and Community Care's monitoring function. These are:
- Strategic relevance and demand.
  - Service delivery and quality.
  - Value for money.
  - Organisational capacity and capability.
- 3.7 The level and scope of monitoring undertaken is driven by a risk-based approach, designed to ensure that more attention is focused on services which require improvement. Where services are considered as requiring closer scrutiny, designated monitoring officers carry out monitoring visits, or conversely, if services are considered as delivering on the themes mentioned above, a desk-top monitoring exercise is conducted.
- 3.8 Monitoring reports are prepared using information gathered from monitoring visits, performance and outcomes information submitted by the providers, feedback from stakeholders, client and families/carers. Where improvements are required these are delivered in an improvement action plan which is agreed with the provider and followed through to completion.
- 3.9 To ensure that there is an overview and scrutiny of all contract management arrangements a Purchased Services Board meets on a bi-monthly basis. This is chaired by the Head of Housing and Strategic Commissioning and includes the Head of Community Care with representatives from the Commissioning and Contracting team, finance and colleagues from the Community Health Partnership and Education and Children's Services.
- 3.10 Strategic commissioning is increasingly important at a time of financial constraint and social policy change. Several areas are worthy of note:
- Over the last 2 years, all contracts and service level agreements were reviewed and scrutinised to make sure services were providing value for money. In addition, many contract values were reduced to enable Housing and Community Care to meet planned budget efficiency measures for commissioned services.
  - Commissioning which is focused on achieving positive outcomes is central to the delivery of social care services. As part of the contract monitoring process the Commissioning and Contracting team works in partnership with providers to specify services based on desired outcomes.
  - The Service works in partnership with providers through reference groups and providers' forums. Reference groups exist for mental health and

learning disabilities services' providers and operate along similar lines to the well established fora for care homes and care at home providers.

- Self-directed support will influence the way in which social care services are purchased over the next few years, as an increasing number of care and support packages will be delivered through Direct Payments or purchased on an individual basis. The Contract and Commissioning team will be involved in re-aligning contracts, making sure the quality of care of managed and part-managed packages is appropriate. Services delivered through Direct Payments are commissioned by individuals rather than the Council and are therefore outwith the scope of this report.

#### **4. PROPOSALS**

- 4.1 It is proposed that Committee notes the levels of funding awarded for 2012-13 to commissioned social care services as set out in Appendices 1 -3.
- 4.2 It is further proposed that Committee notes the monitoring and contract management arrangements that are in place to ensure the delivery of agreed outcomes and value for money.

#### **5. CONSULTATION**

The Heads of Democratic Services, Legal Services and Finance and the Chief Social Work Officer have been consulted on the content of this report.

#### **6. RESOURCE IMPLICATIONS**

- 6.1 The expenditure on commissioned services under Service Level Agreements and Block Contracts approved for 2012-13 is £13,793,564. As indicated earlier in this report, the projected expenditure on Care Homes £19,253,600 and Care at Home contracts is £5,500,000. Together expenditure equates to a projected contractual spend for 2012-13 to £38,547,164.
- 6.2 The core activities and priorities identified in this report have been incorporated into the Service's revenue budget following approval at full Council on 9 February 2012 of the Council's Revenue Budget for 2012/13 (Report 12/52).

#### **7. COUNCIL CORPORATE PLAN OBJECTIVES 2009-2012**

The Council's Corporate Plan 2009-2012 lays out five Objectives which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. The following apply to this report:-

- (i) A Safe, Secure and Welcoming Environment
- (ii) Healthy, Caring Communities
- (iii) A Prosperous, Sustainable and Inclusive Economy
- (v) Confident, Active and Inclusive Communities

## **8. EQUALITIES IMPACT ASSESSMENT (EqIA)**

- 8.1 The Council's Corporate Equalities Assessment Framework requires an assessment of functions, policies, procedures or strategies in relation to race, gender and disability and other relevant equality categories. This supports the Council's legal requirement to comply with the duty to assess and consult on relevant new policies to ensure there is no adverse impact on any community group or employees.
- 8.2 The function, policy, procedure or strategy presented in this report was considered under the Corporate Equalities Assessment Framework and assessed in relation to the Race/Disability/Gender Equalities Assessment. Consequently the following points were identified and actions
- Services that are the focus of this report provide positive outcomes through care, support and assistance to a range of client groups.

## **9. STRATEGIC ENVIRONMENTAL ASSESSMENT**

- 9.1 Strategic Environmental Assessment (SEA) is a legal requirement under the Environmental Assessment (Scotland) Act 2005 that applies to all qualifying plans, programmes and strategies, including policies (PPS).
- 9.2 However, no action is required as the Act does not apply to the matters presented in this report. This is because the Committee are requested to note the contents of the report only and the Committee are not being requested to approve, adopt or agree to an action or to set the framework for future decisions.

## **10. CONCLUSION**

This report provides information on the levels of funding awarded for 2012-13 to commissioned social care services and sets out the monitoring and contract management arrangements in place to ensure the delivery of agreed outcomes and value for money in Housing and Community Care Services.

**DAVID BURKE**  
**Executive Director (Housing and Community Care)**

**Note:** The following background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (and not containing confidential or exempt information) were relied on to a material extent in preparing the above report.

- Strategic Policy and Resources Committee Report, Report 11/463. 14 September 2011, 'Annual Report for Following the Public Pound'.
- Housing and Health Committee Report 11/140, 23 March 2011, 'Working in Partnership with the Independent Sector'.
- Housing and Health Committee Report 10/252, 19 May 2010, 'Commissioning Strategy'.

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## Appendix 1 – Housing and Community Care Commissioned Social Care Services 2012/13

Provider	Funding (£)	Contract Type Service Level Agreement (SLA)	Service
Alzheimer's Scotland	92,000	SLA	Dementia specialists
Anchor House Accommodation	136,409	SLA / Contract	Accommodation with support - alcohol and homelessness
Anchor House Floating Support	119,827	Contract	Housing support - sustaining tenancies
Anchor House – Deep Cleans	10,000	Contract	Support - chronic difficulties managing house.
Ark Arkbrae/Perth Outreach	115,272	Contract	Housing support - learning disability
Ark Blairgowrie	285,187	Contract	Accommodation with support learning disability
Ark Individual Packages	19,632	Individual Placement	Care and support – learning disability
Autism Initiatives	977,290	Contract	Accommodation with support – autism
Avenue Care Services	20,938	Individual Placement	Care and support – learning disability
Bield Housing Association	95,004	Contract	Sheltered housing
Blairgowrie and District Freedom Coach	8,120	SLA	Transport - older people
Body Positive	3,640	SLA	Specialist advice and support - HIV/AIDS
Action for Children – Breaking the Cycle	175,000	SLA	Specialist support - families
Action for Children – Youthbuild	145,000	SLA	Employment Support – young people
Cairn Housing Association	60,934	Contract	Sheltered housing
Caledonia Housing Association	175,669	Contract	Sheltered housing
Camphill Blair Drummond	109,273	Individual Placements	Specialist Day Care – learning disability
Camphill Village Trust	43,612	Individual Placements	Specialist Day Care – learning disability
Capability	239,384	Individual Placements	Specialist Day Care and supported living – learning disability
Care Services (Perth)	59,957	Individual Placements	Care and support – learning disability
Carewatch Tayside	7,175	Individual placements	Care and support – learning disability
Check in (Giraffe)	36,500	SLA	Employment opportunities
Choices Community Care Services Ltd	55,040	Individual placements	Care and support – learning disability
Churches Action for the Homeless (CATH) - Day Centre	142,458	SLA	Day Centre - homeless
CATH – Floating Support	97,643	Contract	Housing support - sustaining tenancies
CATH - Hostel	260,606	Contract	Direct access hostel - rough sleeping
CATH - Street - Outreach	66,323	Contract	Specialist support - rough sleeping
Community Integrated Care	326,504	Contract	Accommodation with support – mental health
Cornerstone	182,113	Contract	Care and support - learning disability
Cornerstone Respite Bureau	330,000	Contract	Respite - learning disability
Cornerstone	76,324	Contract	Housing support - learning disability

Provider	Funding (£)	Contract Type Service Level Agreement (SLA)	Service
Cornerstone mental health	41,000	SLA	Secondment to PKC Springwell – mental health
Cornerstone Individual Packages	319,321	Individual Placements	Care and support - learning disability
Crossroads Care Attendant Scheme	326,046	SLA	Care at home
Crossroads Individual Package	9,616	Individual Placement	Care and support - learning disability
Deaf Action Tayside	48,723	SLA	Specialist social work service - sensory impaired
Disability Information Service	19,580	SLA	Specialist advice
Dovetail	22,135	SLA	Supported employment placements
ENABLE	87,356	Contract	Housing support package - learning disability
ENABLE - Friendship Network Project	9,405	SLA	Friendship network - learning disability
ENABLE – 10 Individual Packages	306,569	Individual Placements	Specialist care and support – learning disability
Foxlane	9,118	Individual Placement	Day activity – learning disability
Gateway Enterprises Walled Garden /Wisecraft	173,716	SLA	Day opportunities - mental health
Gowrie Care Floating Support	208,467	Contract	Housing support - sustaining tenancies
Gowrie Care, Alyth	323,132	Contract	Accommodation with support - learning disability
Gowrie Care, Alyth 2	258,956	Contract	Accommodation with support - learning disability
Gowrie Care, Crieff	356,552	Contract	Accommodation with support - learning disability
Gowrie Care, Kinross	291,832	Contract	Accommodation with support - learning disability
Gowrie Care – Individual Package	25,618	Individual Placement	Care and support – Learning disability
Gowrie Care, Simon House	199,260	SLA and Contract	Accommodation with support – Mental Health
Hanover Housing Association	49,672	Contract	Sheltered housing
Hansel	4,026	Individual Placement	Day care – learning disability
Hayfield	15,340	Individual Placement	Day care – learning disability
Hillcrest Tenancy Support	60,606	Contract	Housing support - sustaining tenancies
Hope Park Day Care	10,285	Contract	Day care - older people
Hope Park Respite	£28,800	Contract	Respite – older people
Independent Advocacy	200,716	SLA	Independent advocacy - carers, people with mental health problems, learning disabilities, physical disabilities, older people, children and young people under 25
Independent Living Services	21,730	Contract	Individual care package
Kinross Day Centre	86,254	SLA	Day care - older people
Kinross Voluntary Group (Rural Outreach)	6,359	SLA	Transport - older people
MECOPP	22,000	SLA	Advice for carers - travellers
Mears Care	55,416	Individual Placement	Care and support – learning disability
Mental Health User Forum (PLUS)	50,393	SLA	Advice for carers – mental health



Provider	Funding (£)	Contract Type Service Level Agreement (SLA)	Service
Momentum Care	3,231	Individual Placement	Day care – learning disability
Mungo Foundation – Perth	422,349	Contract	Accommodation with support - learning disability
Norwell Clinic	18,000	SLA	Complementary therapies – carers
Support in Mind (Scotland)	33,200	SLA	Support to carers - mental health
Oasis Day Care	20,250	SLA	Day care for older people
PAMIS	8,781	SLA	Support - profound and multiple disabilities
Penumbra	4,375	SLA	Respite - mental health
Perth and Kinross Access Cars	10,022	SLA	Transport - older people.
Perth and Kinross Association of Voluntary Services (PKAVS) Core Funding	53,859	SLA	Projects for people with community care needs
PKAVS Time banking	37,500	SLA	Time banking development
PKAVS Local Area Co-ordination	12,000	SLA	Local Area Co-ordination
PKAVS Befriending	14,500	SLA	Befriending development
PKAVS Community Engagement	10,000	SLA	Community engagement
PKAVS Community capacity	163,000	SLA	Community capacity
PKAVS MEAD	24,000	SLA	Support - Minority Ethnic Communities
PKAVS Perth City Day Services	26,343	SLA	Day care – older people
Perth and Kinross Society for the Blind	140,078	SLA	Specialist social work service - sensory impairment
Perth Association for Mental Health / Mindspace	209,390	SLA	Day opportunities/ counselling - mental health
Perth Money Advice Project	194,688	SLA	Money advice and support
Perth Six Circle	8,778	SLA	Community Support – mental health, ex offenders, unemployed
Perthshire Women's Aid	85,058	Contract	Accommodation with support - domestic violence
Pitlochry Good Neighbours	1,936	Contract	Transport - older people
Pitlochry Tryst	74,615	Contract	Day centre - older people
Perth Carers Centre (inc. Pitlochry, Blairgowrie, Crieff)	196,512	SLA	Day centre - older people
PUSH	30,261	SLA	Support and independent living - learning disability
Richmond Fellowship Housing Support	196,633	Contract	Housing support - learning disability
Richmond Fellowship Individual Packages	357,223	Contract	Housing support - learning disability
Richmond Fellowship – Simpson Square	221,222	Contract	Accommodation with support - mental health
Richmond Fellowship – St. Madoes	296,890	Contract	Care and support - learning disability
Richmond Fellowship – Individual Packages	185,840	Individual placements	Specialist care and support – learning disability
Rowan Alba	149,495	Contract	Housing support - sustaining tenancies
Saints Sports Academy	34,000	SLA	Sports - learning disability, autistic spectrum, mental health.

<b>Provider</b>	<b>Funding (£)</b>	<b>Contract Type Service Level Agreement (SLA)</b>	<b>Service</b>
SACRO Mediation Service	55,000	Contract	Neighbour mediation
Salvation Army – Skinnergate	369,888	Contract	Accommodation with support - homelessness
Scottish Association for Mental Health	247,650	Contract	Housing support - mental health
Scottish Society for Autism	223,460	Individual Placements	Specialist care and support – learning disability
Scottish Huntington's Association	27,066	SLA	Specialist advice and support
Sense Scotland	280,188	Contract	Accommodation with support - learning disability
Sense Scotland	261,000	Individual Placements	Specialist packages
Stanley Development Trust	7,583	SLA	Time banking/Mentoring
Gowrie Care Simon House	199,260	SLA	Accommodation with support - mental health
Tayside Council on Alcohol	24,832	SLA	Advice and support - alcohol
Turning Point, Perth	450,375	Contract	Accommodation with support - learning disability
Turning Point Springland House	300,250	Contract	Accommodation with support - learning disability
Turning Point	111,860	Contract	Accommodation with Support - learning disability
Various	7,834	Small awards under £2,000	Advice/support/transport/carers
W.R.V.S. Good Neighbours/ Community Transport	84,726	Contract	Good neighbours, community transport
Your Launchpad	3,333	SLA	Life coaching - carers

## Appendix 2 – Housing and Community Care Commissioned Social Care Services 2012/13 (Care Homes)

Provider	Funding (£)	Contract Type	Service
Ancaster Blesma (Crieff)	Funding is based on the number of placements in each care home, at the National Care Home Contracts rates; £487.20 per week for Residential and £565.96 per week for Nursing Care.	NCHC	Physical Disabilities
Beech Manor (Blairgowrie)		NCHC	Nursing / Older People
Arkbrae (Perth)		NCHC	Learning Disabilities
Ashdene Court (Crieff)		NCHC	Older People / Dementia
Ashdene House (Crieff)		NCHC	Older People / Dementia
Ashley House (Milnathort)		NCHC	Older People / Dementia
Balhouses Auchterarder (Auchterarder)		NCHC	Older People
Balhouses Coupar Angus (Coupar Angus)		NCHC	Older People
Balhouses Crieff (Crieff)		NCHC	Older People
Balhouses Methven (Methven)		NCHC	Older People
Balhouses Luncarty House (Luncarty)		NCHC	Older People / Dementia
Balhouses North Inch House (Perth)		NCHC	Physical Disabilities / Older People / Dementia
Balhouses Pitlochry (Pitlochry)		NCHC	Older People / Nursing / Dementia
Balhouses Rigifa (Methven)		NCHC	Older People
Balhouses Rumbling Bridge (Kinross-shire)		NCHC	Older People
Balhouses Stormont Lodge (Blairgowrie)		NCHC	Older People
Balhouses The Grange (Balbeggie)		NCHC	Learning Disabilities
Belmont Castle (Meigle)		NCHC	Older People
Catmoor House (Scone)		NCHC	Older People
Craigieknowes (Perth)		NCHC	Older People / Dementia
Dalginross House (Comrie)		NCHC	Older People
Glencairn House (Auchterarder)		NCHC	Older People
Glenhelenbank (Luncarty)		NCHC	Older People
Hope Park (Blairgowrie)		NCHC	Dementia
Kincarrathie House (Perth)		NCHC	Older People
Kippen House (Dunning)		NCHC	Older People
Levenglen (Kinross-shire)		NCHC	Older People / Dementia
Louisebrae (Perth)		NCHC	Older People / Dementia
Meigle Country House (Meigle)		NCHC	Older People
Moncreiffe (Bridge of Earn)		NCHC	Older People
Mount Erich (Blairgowrie)		NCHC	Learning Disabilities
Muirton House (Blairgowrie)		NCHC	Older People / Dementia

Provider	Funding (£)	Contract Type	Service
Northlands (Blairgowrie)	Funding is based on the number of placements in each care home, at the National Care Home Contracts rates; £487.20 per week for Residential and £565.96 per week for Nursing Care.	NCHC	Nursing / Older People
Ochil (Perth)		NCHC	Older People / Dementia
Richmond House (Crieff)		NCHC	Older People
Rivendell (Dunkeld)		NCHC	Older People
Robert Douglas Memorial Home (Scone)		NCHC	Older People
Rosemount (Blairgowrie)		NCHC	Older People / Dementia
Schiehallion (Blairgowrie)		NCHC	Learning Disabilities
St. Johnstouns (Perth)		NCHC	Nursing / Older People
St. Ninians (Blairgowrie)		NCHC	Older People
Strathtay House (Perth)		NCHC	Older People
The Birches (Crieff)		NCHC	Older People
Viewlands House (Perth)		NCHC	Older People
Wardside House (Crieff)		NCHC	Older People
Providers Non National Care Home Contract	Funding	Type of Contract	Service
Balhousie Dalguise (Balbeggie)	£2,050 per week	Pre Placement Contract	Learning disabilities
Corbenic Camphill (Dunkeld)	£648 per week	Pre Placement Contract	Learning Disabilities
Upper Springlands (Perth)	£1,182.65 and £1,385.89 per week	Pre Placement Contract	Physical Disabilities/Learning disabilities

### Appendix 3 – Housing and Community Care Social Care Commissioned Services 2012/13 (Care at Home Providers)

Approved Providers - Active			Approved Providers - Inactive
Provider	Funding (£)	Contract Type	
Allied Healthcare	See note below	Approved Provider	Advantage Healthcare
Alzheimer Scotland		Approved Provider	Affinity Trust
Ashdene Home Care		Approved Provider	Ark Housing Association
Avenue Care Services		Approved Provider	Choices Care
Caledonian Homecare Agency		Approved Provider	Community Integrated Care
Care Services		Core Provider for City and Rural	Enable
Carewatch (Tayside)		Core Provider for City	Hansel Alliance
Crossreach		Approved Provider	Leonard Cheshire Services Scotland
Crossroads		Approved Provider	Margaret Blackwood Housing Association
Elite Care (Scotland) Ltd		Core Provider for Rural	Quarriers
Ericht Home Care		Approved Provider	Raeburn Nurse
Gowrie Care (North)		Core Provider for Rural	Richmond Fellowship
Gowrie Care (Perth City)		Core provider for City	Sue Ryder Care
ILS (Tayside and Fife)		Approved Provider	Tera
Kippen Care Services		Approved Provider	Mungo Foundation
Perth Homecare		Approved Provider	National Autistic Society Scotland
Rigifa Care Services		Approved Provider	Scottish Nursing Guild
Rivendell Care at Home		Approved Provider	Scottish Society for Autism

Note: Standardised rates for home care have been in place since 1 April 2009 and are £13.93 per hour local (within 10 miles of providers Perth and Kinross base) or £14.46 non local (out with 10 miles of providers Perth and Kinross base). It should be noted that following the implementation of a re-ablement service, several providers were successful in the being designated as core providers following a competitive process. Care Services, Carewatch and Gowrie Care Ltd are designated core providers for Perth city and Elite Care (Scotland), Gowrie Care and ILS are designated core providers for rural areas.

Some providers are also approved to provide care at home services in Perth and Kinross. Several of these providers provide specialist care and support for individual packages but they are not routinely purchased for care at home at the standardised rates and are presently defined as 'inactive'.

