

**FALKIRK COUNCIL SOCIAL WORK SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2013/14**

Organisation Name	Independent Living Association Forth Valley
Project	Forth Valley Self Directed Support (previously Direct Payments Support Service)
Agreement Dates	1 April 2013 – 31 March 2014
Name of Lead Officer	Margaret Petherbridge

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

- To offer and provide a service which will support those individuals who wish to arrange and manage their own care to meet their assessed need
- To raise awareness of the service to the community
- To liaise with other relevant voluntary, statutory and private agencies
- To collate client feedback and questionnaires and assess this information to identify needs
- To evaluate the service offered and assess this information to identify needs
- To manage and develop the service in line with the Quantified Objectives against the Performance Standards and Performance Indicators as specified in Schedule C.

List of Agreed Outcomes

60 individuals annually will be provided with support to explore direct payments as an option and to set up and maintain their support arrangements through professional paid staff and volunteers

Staff and volunteers receive support, training and preparation for their roles

To conduct a minimum of 8 public presentations annually to local organisations and groups to recruit volunteers and develop awareness

To provide accessible information about the service

Reasons for External Funding

The service provides independent support to individuals, including employment law and recruitment support. The Scottish Government Strategy for Self Directed Support (2010-20) states that Support Organisations for Self Directed Support, including direct payments, should ideally be independent, third sector organisations to maintain a level of independent support for individuals. It is also preferable that employment law and recruitment advice is provided externally as this greatly reduces the risk of the Council being cited in any employer/employee dispute. Falkirk Council has been able to adopt this approach.

B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMESSummary of Key Achievements

In the financial year 2013-14, 70 people from Falkirk were in receipt of direct payments. There were 38 new referrals.

26 individuals employed personal assistants only, 30 used agency support only and 11 used a combination of agency and personal assistant support. 1 person used the payment to purchase equipment and 2 people to purchase a short break.

Telephone enquiries from the Falkirk area were 271 from members of the public and 321 from council staff.

Telephone support continues to be vital part of the service both in terms of new enquiries and support for existing service users, social work and health staff.

There were 88 home visits in Falkirk

The Support Officers attended 15 different subject based events throughout the year to enhance their knowledge and skills.

42 visits were made to other organisations and included discussion/information giving and presentations. The Support Officers have worked with the local advocacy organisation to deliver workshops on SDS to service users.

The Service now has an accessible web site and is using social media e.g. Facebook to connect with people. They worked closely with the Council's lead officer and the Scottish Personal Assistant's Employer's Network to produce a Toolkit for use in Falkirk. This was launched at their AGM in September 2013 and forms part of the Falkirk Council SDS Information Pack for staff, service users and carers.

The service is recognised across Scotland as a good example of a user-led Self Directed Support Service.

The service is recognised locally for its particular expertise in direct payment processes and procedures and is often asked to assist with unusual or complex cases.

Feedback from service users and professionals has continued to be positive.

Summary of Key Issues/ Challenges Facing Organisation

The Social Care (Self Directed Support) (Scotland) Act 2013, entered its implementation phase on 1st April 2014. This presents new challenges for the organisation as the numbers of people accessing SDS is expected to increase as well as the emergence of different models for directing support. The Board members recognise the changing needs of the organisation continue to work with Falkirk Council Officers and Self Directed Support Scotland to develop for their changing role.

They received funding from the Change Fund 'Innovation Fund' to do some specific work with older people on self directed support. The funding has come to an end but they continue to work with a number of older people the help them and their carers/families manage their support. The Board will continue to develop the Service and use this experience to inform future planning for the service.

Following a staff review staff costs have increased with no increase in budget. This makes it difficult to build the capacity of the organisation to a sustainable level. They are looking at

opportunities to reduce costs e.g. they have been able to access free accommodation for Board meetings with a national supermarket chain and are exploring funding opportunities with them. In the financial year 2014-15 it is proposed to use some of the SDS Implementation funding to pilot some additional work provided by the Service. This will involve advisors from the service in explaining the nature and impact of the 4 SDS options to service users and carers and ensuring they have a good understanding of these in relation to their support. A temporary post is needed to absorb the additional work. The sum of £10,000 has been requested and this was agreed with the Service Manager and SDS Steering Group.

The Lead Officer has discussed the possibility of looking at other funding options for the Service to supplement the funding received from the 3 local authorities it serves. An application for Lottery funding is being explored. The organisation has also approached the Scottish Government to ascertain whether there is any possibility that they can access some of the capacity building funding which has been provided to other organisations across the country but for which they were initially turned down.(The fund was oversubscribed in terms of applications). At the time of writing this report the outcome of this is unknown, though a meeting with the Scottish Government SDS Policy Team is pending.

How has Organisation Contributed to Council/ Service Priorities

The Social Work Service Plan (2013-16) states that

In order to ensure our service focuses our activities to achieve the best outcomes we have two overriding commitments:

*Improve the services we deliver to our service users; and
Improve the way we manage our Service and support our staff.*

The Support Service contributes by supporting individuals who have chosen to direct or manage their own support, including employing their own staff or commissioning support from local organisations and services. The Service also provides support to staff carrying out Community Care and Children's assessments by working jointly with them to support individuals directing their own support.

This approach contributes to Falkirk Council's goals:

- Further developing a thriving, sustainable and vibrant economy;
- Continuing to improve the health, safety and well being of our citizens and communities;
- Increasing our efforts to tackle disadvantage and discrimination; and
- Enhancing and sustaining an environment in which people want to live, work and visit.

List any Areas where there has been Shortfall in Performance

There are currently no significant issues relating to performance.

How often are Review Meetings held with Lead Officer

Review meetings with the ILA Board are held annually as a minimum and quarterly with the service Coordinator. With the implementation of the Social Care (Self Directed Support) (Scotland) Act 2013 in spring 2014, the service Co-ordinator and staff continue to work in partnership with the Council to develop joint approaches to assisting people to access Self

Directed Support options. This has included attendance at a variety of meetings and events with staff, service users and carer organisations, and with local independent and Third Sector organisations.

C FINANCIAL / RISK ASSESSMENT OVERVIEW

FC funding, in £s and also as % of organisation's income, (Financial & In- Kind Contributions) provided in past three years, and £s FC funding committed to next two years

The total support currently provided is £41604. This amount is unchanged in the last 3 years and includes and estimated £12000 of in-kind support consisting of office space and associated facilities. (This figure was previously listed as £6000 but had not been updated since the inception of the service in 2002. It has been increased in this financial year to represent a reasonable estimate of current costs) The balance of £29604 is paid in quarterly instalments. The service has also been provided with an additional £9340.27 from the SDS implementation budget for 2013-14 and 2014-15 to assist with building the capacity of the organisation to meet the demands ahead with the implementation of the Social Care (Self Directed Support) (Scotland) Act 2013.

A further £10,000 is being sought from SDS implementation funding to conduct a pilot of support provision to assist people who want to use Option 2 of the Social Work (Self Directed Support) (Scotland) Act 2013 to direct the social work budget allocated to them for support and to take a more active role in explaining Direct Payment Agreements to service users prior to them signing them.

The current Joint Working Agreement is annual. The organisation is managing within current funding but this is increasingly stretched. They continue to have £20,000 in reserve to cover costs if the organisation was wound up. The commitment to funding for 2014-15 is unchanged from the above. Discussion on funding for 2015-16 has not yet taken place.

Since the organisation works across Forth Valley they also receive funding from Stirling/Clackmannanshire Councils in line with the Agreement they have with them. This amounted to £16000 in the financial year 2012-13. It is understood that this was increased in 2013-14 but the published accounts are not yet available.

Financial Risk Assessment based on the most recent

Last Period of Submitted Audited Accounts

A copy of the independently examined accounts for the period 1 April 2012 until 31 March 2013 was received in September 2013. These were independently examined by a qualified Accountant and have been accepted by the Office of the Scottish Charity Regulator (OSCR). A copy of the accounts for the period 1 April 2013 until 31 March 2014 is being prepared and will be available in September 2014.

Future Risks (Financial, Operational or Structural) Faced by Organisation

The implementation of the new SDS Act is likely to increase the demand for support by people, particularly those choosing Options 1 (Direct Payment) and 2 (directing the available budget). This will be monitored by the Lead Officer to establish potential impact for Falkirk and how this relates to demand within the 2 other partner local authorities that are served by the Service. Current funding is expected to be sufficient during the period of the current Joint Working Agreement (2014-15) but the impact of increased demand for support could lead to some difficulties in meeting this demand within the current budget as SDS is rolled out to all service users. This could result in a reduced service at worst or at best the service being maintained at current level with little or no capacity to increase access for new service users.

Given the health issues of current Board Members and Trustees the Board is trying to recruit new members.

If funding is withdrawn by Stirling or Clackmannanshire Councils it is anticipated that the organisation would be able to continue providing a service in Falkirk, though this may be slightly reduced.

Overall Risk Rating (Low/Medium/High)

Overall risk rating has been calculated as low for this financial year.

D CONCLUSIONSSummary/ opinion of organisations overall progress carried forward from last report, and also during this year

This organisation has consistently provided a good level of service to Falkirk service users and to social work staff, as well as supporting other local organisations through presentations, participation in events etc. The Board of Directors continues to be proactive in meeting these challenges, despite the fact that most of them have significant health challenges or disabilities. They continue to develop new skills to meet the requirements of the Service and to embrace the changes which Self Directed Support will bring in the next few years. This organisation continues to work positively and closely with Falkirk Council to achieve its stated aims.

E COMPLETED BY

<u>Name</u>	<u>Margaret Petherbridge</u>
<u>Designation</u>	<u>Project Development Manager (Self Directed Support)</u>
<u>Date</u>	<u>16 July 2014</u>