

The background of the slide features a large, faint, light blue outline of the City of Vancouver coat of arms. The crest includes a crown at the top with four maple leaves, a shield divided into four quadrants (top-left: a saltire, top-right: a stag's head, bottom-left: a sailing ship, bottom-right: an eagle), and a banner at the bottom with the motto 'A NE FOR A'.

Agenda Item 6

Following the Public Pound: Health and Older People

Falkirk Council

Title: Following the Public Pound: Health and Older People
Meeting: Scrutiny Committee External
Date: 1 December 2016
Submitted By: Head of Social Work Adult Services

1. Purpose of Report

- 1.1 The purpose of this report is to update Members on the work of the external organisations which receive funding and provide services relating to health and for older people, and that fall within the 'Following the Public Pound' (FPP) reporting and monitoring arrangements. The reporting period is April 2015 to March 2016.

2. Recommendation

- 2.1 **Members are invited to consider each organisation's report and select from the following options for each external organisation:**

- A. Approve report and acknowledge progress by the external organisation in meeting Council priorities;**
- B. Request further information on specific aspects of the service provided; or**
- C. Request action with follow-up for subsequent Scrutiny Committee consideration.**

- 2.2 **Members are asked to note that the Integration Joint Board will assume responsibility for commissioning future services relating to adult health and social care, and for scrutiny of performance from 1st April 2016 onwards.**

3. Background

- 3.1 The Scottish Government's 2020 Vision is that by 2020 'everyone is able to live longer healthier lives at home, or in a homely setting'. The Public Bodies (Joint Working) (Scotland) Act 2014 formalised the requirement to work towards the 2020 Vision and established a requirement for NHS Boards and Local Authorities to establish Health and Social Care Partnerships.
- 3.2 In April 2016, Falkirk Health and Social Care Partnership (HSCP), a formal partnership between NHS Forth Valley and Falkirk Council, assumed strategic and operational responsibility for adult health and social care within the Falkirk Council area. Clackmannanshire and Stirling Health and Social Care Partnership was also launched at that time.

- 3.3 During 2015/2016, Falkirk Council and NHS Forth Valley, in conjunction with partners within Third and Independent sectors, embarked on the development of a local Strategic Plan relating to the integrated provision of health and social care, in the Falkirk Council area. The local Strategic Plan sets a context for provision from 2016-2019, highlighting local challenges and setting local outcomes. The Plan was formally launched in April 2016, in line with the formal establishment of Falkirk HSCP.
- 3.4 It should be noted that the remit of the HSCP encompasses provision of health and social care for all adults. Work previously undertaken within the banner of 'Reshaping care for Older People' is now subsumed within the wider service scope.
- 3.5 As part of the development of the HSCP Strategic Plan, a detailed Joint Strategic Needs Assessment (JSNA) has been completed, which provides a comprehensive description of health and social care information for the Falkirk HSCP. The key issues for the Partnership, included:

The Falkirk area has an ageing population. The 75+ year population is projected to increase by 98% by 2037.

Changing workforce. The local demographics demonstrate an ageing workforce and also an anticipated decrease in the working population.

Growing numbers of people living with long term conditions, multiple conditions and complex needs. There is a need to redesign services to better meet the holistic needs of people with complex needs. By the age of 65 years most individuals will be living with more than one diagnosed condition.

Burden of Disease. The increase in disease trends have been exacerbated by the lifestyle choices that people make.

Unpaid Carers. There are currently over 22,000 people providing unpaid care in Falkirk, which is 14% of the local population. 35.7% of carers in Falkirk provide in excess of 35 hours unpaid care. This figure is set to increase.

Deprivation, housing and employment. High levels of public resources are spent each year on alleviating health and social problems related to people and families who are trapped in cycles of ill health (*Christie, 2011*).

- 3.6 Taking into consideration the JSNA and following extensive public and staff consultation, the following strategic outcomes were established by Falkirk HSCP:

Self-Management: Individuals, carers and families are enabled to manage their own health, care and wellbeing

Autonomy And Decision Making: Where formal support is needed people should be able to exercise as much control and choice as possible over what is provided

Safe: Health and social care support systems are in place to help keep people safe and live well for longer

Service User Experience: People have a fair and positive experience of health and social care

Community Based Support: Informal supports are in place which enable people where possible, to live well for longer at home or in homely settings within their community

- 3.7 Falkirk HSCP's strategic outcomes dovetail with Falkirk Community Planning Partnership's (CPP) SOLD Plan outcome 'People live full, independent and positive lives within supportive communities'. The HSCP will have a lead role

on this outcome on behalf of the CPP. In addition, the HSCP will also lead the SOLD Plan priority 'Improving Mental Health and Wellbeing'. The contribution made by the Third Sector is critical to the delivery of local outcomes and priorities.

4. Overview of Funded Organisations: Health and Older People

- 4.1 The table below shows the five external organisations that received support from Falkirk Council during 2015/2016, either via 'in kind' support or by direct financial support.

App.	Organisation	Total Support Received 15/16
1	Independent Living Association	29,604
2	Princess Royal Trust for carers	141,898
3	RVS – Meals on Wheels	10,400
4	Alzheimer's Scotland	57,768
5	Falkirk & District Association for Mental Health	177,777
	Total Funding	£ 417,446

- 4.2 An individual report is attached for each of the external organisations shown above. Each report provides an overview of the service provided, the agreed objectives or outcomes, performance information during the reporting period and a financial overview.
- 4.3 As part of the support allocation assessment process, external organisations are allocated a risk rating based on governance arrangements, financial management and past performance. On-going monitoring requirements are then established in line with the outcome of the risk assessment and to be proportionate to the level of resource allocated.

5. Consultation

- 5.1 Performance reports have been developed in consultation with the five organisations.

6. Implications

Financial

- 6.1 This report provides a summary of performance for the period 2015/2016 and therefore there are no financial recommendations made with regard to on-going funding.
- 6.2 It should be noted that the services reported now come within the scope of Falkirk HSCP. During the reporting period (2015/2016), the budget and therefore financial accountability remained with Falkirk Council. The Integration Joint Board will assume responsibility for commissioning future services relating to adult health and social care, and for scrutiny of performance thereafter.

Resources

- 6.3 This report provides a summary of performance for the period 2015/2016 and therefore there are no additional resource implications.

Legal

- 6.4 Nil.

Risk

- 6.5 Risk and financial assessments are undertaken as part of the annual review process for each commissioned service. An outcome of this assessment is included within individual performance reports appended

Equalities

- 6.6 This report provides a summary of performance for the period 2015/2016, Equality and Poverty Impact Assessment is undertaken at the point of budget allocation and therefore there are no implications at this time. .

Sustainability/Environmental Impact

- 6.7 Nil.

7. Conclusions

- 7.1 Members are invited to consider each external organisation's report and select from the options set out at Section 2 above.

Head of Adult Social Work

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Date: 8 November 2016

APPENDICES

None

List of Background Papers:

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act 1973:

None

**FALKIRK COUNCIL ADULT SOCIAL WORK SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2015/16**

Organisation Name	Central Carers Association
Project	Falkirk & Clackmannanshire Carers Centre
Agreement Dates	April 2015 – March 2016
Name of Lead Officer	Nikki Harvey, Service Manager – Adult Services Social Work

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

Central Carers Association (Falkirk and Clackmannan), managing body of Falkirk & Clackmannanshire Carers Centre (formerly The Princess Royal Trust Carers Centre (Falkirk & Clackmannanshire), provides information and support to carers and former carers in all age and care groups in Falkirk and Clackmannanshire areas. Central Carers Association also encourages the development of local services which improve the quality of life for carers, and those for whom they care.

The Centre's aims are to:

- Identify carers, including young carers and provide support and information
- Encourage mutual support through the establishment of carer's support groups
- Raise awareness of the needs of carers
- Promote services which will help carers
- Assist carers to liaise with all relevant agencies
- Collate and disseminate information relevant to carers, professionals and local organisations
- Promote good communication, collaborative working and partnerships with statutory voluntary and community organisations
- Encourage carers to contribute and participate in community care and health planning

List of Agreed Outcomes

- Carers will have improved emotional and physical wellbeing
- Carers will have increased confidence in managing the caring role
- Carers will have the ability to combine caring responsibilities with work, social, leisure and learning opportunities and retain a life outside of caring
- Carers will not experience disadvantage or discrimination, including financial hardship as a result of caring
- Carers will be involved in planning and shaping the services required for the service user and the support for themselves.

Why Service/Project is Funded Externally Rather than by the Council

The service receives core funding of £141,898.00 from the Council and the rest of their budget is made from a variety of funding streams.

B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

Individual Support

- Carer Support Workers (CSWs) funded by Falkirk Council/NHS Forth Valley (Core), the Carer Information Strategy (CIS) and Falkirk Integrated Care Fund (ICF) provided support to individual adult carers at the Carers Centre, Forth Valley Royal Hospital, Falkirk Community Hospital and through home visits
- In total, CSWs dealt with 1551 support requests by 1012 individual carers, including 608 carers who were new to the service, resulting in 3843 individual contacts with carers
- 178 Carer Support Plans and 51 Carer Support Plan Reviews were recorded indicating the percentage of carers who, as a result of individual support received, reported improvements in relation to issues they had initially identified within the given categories (see 'List of Agreed Outcomes' above):
 - Health and Wellbeing: 95%
 - Confidence in Caring: 95%
 - Economic Wellbeing: 84%
 - Life outside caring: 84%
 - Involvement: 97%
- 314 carers received information/support in relation to welfare benefits
- Partnership work with the CAB enabled the provision of a weekly welfare benefits clinic for carers at the Carers Centre, increased from the previous twice-monthly provision. 174 carers had appointments, with a total client financial gain (CFG) OF £133,853
- 141 carers were given information about Carers Assessments; 17 carers were assisted to complete the Single Shared Assessment Carers Assessment form
- 134 carers were supported with hospital discharge/care planning
- ICF Funding from August 2015 enabled the provision of monthly support for newly identified carers, including stress management sessions, singing workshops, podiatry session and activities and outings for carers
- Funding from the Short Breaks Fund (Creative Breaks Programme) allowed the provision of grants of up to £300 to 25 carers to allow them to purchase a personalised short break
- ICF Funding from August 2015 allowed the provision of grants of up to £300 to 55 carers to allow them to purchase a personalised short break
- There were 101 new referrals to the Young Carers Project
- 290 young carers regularly accessed support from the project
- 63 young carers received one to one support (29 through core funded posts) resulting in 364 individual sessions (92 through core funded posts)
- 40 young adult carers received support from the young adult carers project which supports 16-25 year old carers (funded by Carers Trust until March 2017)

Group Support

- 118 regular weekly/monthly group meetings took place throughout the year (76 for core funded groups), attended by a total of 144 carers
- There were 954 carer attendance at regular groups
- Regular groups included monthly community support groups in Bo'ness, Polmont and Larbert, funded by CIS funding
- In addition, a programme of activities was provided for carers during Carers Week and a Christmas lunch was provided for carers
- Using funding from the Short Breaks Fund (Better Breaks Programme), a programme of outings for children with additional support needs and their families was arranged during the Summer, October, Christmas and February holidays
- 198 young carers accessed the 92 term-time groups that were provided throughout the year

Information

- 1600 carers received regular information through the Carers Centre mailing list
- 2406 copies 'Carers New', the Carers Centre 6 monthly newsletter, were distributed to carers and professionals in May 2015 and in November 2016
- 169 Carers Centre leaflets were given out to carers during one to one support
- 657 Carers Centre leaflets were given out to professionals
- 100 NHS appointment cards were given out to health professionals
- 475 Hospital Support for Carers/Hospital Discharge leaflets were distributed
- 27 young carers applied for a Young Carers Authorisation Card
- A total of 4288 leaflets/flyers were disseminated
- Facebook and Twitter accounts were set up to disseminate information to carers and professionals
- New website developed
- New promotional materials developed to incorporate new branding

Carer Training – Care with Confidence

- Funded by Carer Information Strategy and Reshaping Care for Older People, 122 Care with Confidence sessions were delivered on 83 different topics including; Stress Management; Power of Attorney; Dementia; Welfare Benefits' Telecare; Handling Anxiety and Agitation; Residential Care; Community Care Services; Palliative care; Sleep; Delirium; Continence Care; Carer Support in the Hospital; Managing Difficult Behaviour; Respite
- As well as the Carers Centre; sessions were delivered in Grangemouth, Polmont, Denny, Stenhousemuir and Slamannan
- There were 846 carer attendances at the sessions
- 2738 leaflets were disseminated containing details of the Care with Confidence programme
- 107 Young Carers Authorisation Card leaflets were distributed to young carers, families and professionals

Carer Representation and involvement

- The Carers Centre represented the needs of carers at 47 local events/planning groups (19 by core funded posts) including the following:
 - Public Partnership Forum
 - Health & Social Care Strategic Planning Group
 - Falkirk Older Peoples Implementation Group
 - Bo'ness Implementation Group
 - FV Carer Information Strategy Implementation Group
 - Community Care and Health Forum
 - Falkirk People's Rights & Equality Group
- A range of local and national consultations were promoted to carers and carers took up opportunities to get involved and have their say by participating in, for example:
 - Carers Forum Meetings
 - Waiving of Charges Consultation for Carers Bill
 - Coalition of Carers in Scotland meetings
 - The Carers Parliament 2015
 - Falkirk Strategic Plan
 - Primary Care Out of Hours Services
 - Falkirk Council's Housing Focus Group
 - Using Technology Focus Group
 - Carer Hustings Event, Glasgow
 - Scottish Ambulance Service Review
 - Integration Joint Board
- Adult Carers Identity Card was consulted on and pilot was started in the Forth Valley area – 15 cards were issued
- Young Carers Workers attended 147 meetings relating to individual young carers e.g. LAAC, TAC, MAG (76 by core funded posts)

Awareness Raising

- 46 awareness raising sessions/events provided or attended
- 19 young carer awareness raising sessions provided in schools (11 by core funded posts)
- 15 events attended to raise awareness about the Young Carers Project (14 by core funded posts)

Summary of Key Issues/ Challenges Facing Organisation

The Depute Centre Manager for the organisation has been asked to sit on an expert group for the Carers (Act) 2016 (Adult Carer Support Plan and Young Carers Statements) to contribute and support its development and implementation. This group will be key in putting policy into practice and looking at how the Act will be implemented at a local level.

How has Organisation Contributed to Council/ Service Priorities

- Continuing to improve the health, safety and wellbeing of our citizens and communities
- Increasing our efforts to tackle disadvantage and discrimination

List any Areas where there has been Shortfall in Performance

None

How often are Review Meetings held with Lead Officer

Biannual meetings are held with the Manager of the CCA and there is regular contact via email. There is additionally regular contact with the Central Carers Association through a range of strategic and operational planning meetings e.g. Falkirk Carers Forum etc.

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

A Joint Working Agreement is in place from 1 April 2015 – 31 March 2016.

Funding from Falkirk Council is summarised as follows:

2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
£141,898	£141,898	£141,898	£141,898	£141,898	£141,898

Audited accounts for each year have been checked by the Falkirk Council Finance section and no issues were identified.

Last Period of Submitted Audited Accounts

2015/16

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

The organisation has demonstrated resilience and is effective at managing organisational risk. The organisation will require to develop risk management strategies as demand for its services increases as demographic change brings growth in the number of carers.

Overall Risk Rating (**Low**)

The organisation is a well established partner. The Council's support to the organisation enables carers in Falkirk to be supported in keeping with the Council's policy aspirations, with no significant risks to the Council having been identified in the monitoring period.

D CONCLUSIONS

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

Over the last 12months the Central Carers Association has continued to improve the lives of many young carers and adult carers across Falkirk. The numbers of carers who access group support, activities and individual support continues to increase which ensures that carers are fully supported to look after their own well- being to enable them to look after their cared for person.

The Central Carers Association provides a key preventative function, they improve outcomes for carers locally and will play a pivotal role in the implementation of the Carers (Scotland) Act.

E COMPLETED BY

Name

Nikki Harvey

Designation

Service Manager – Social Work Adult Services

Date

2nd November 2016

**FALKIRK COUNCIL ADULT SOCIAL WORK SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2015/16**

Organisation Name	Alzheimer Scotland
Project	Alzheimer's Scotland Day care provision
Agreement Dates	2015/16
Name of Lead Officer	Susan Nixon

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

This service aims to provide a wide range of specialist services for people with dementia and their carers. This comprises of personalised support services where highly trained support staff work with each person either in their home or in their community. They also support people with a diagnosis of dementia to maintain their confidence, skills and independence whilst their health permits. Community activities and advice are offered to help support people with dementia to live at home, independently for as long as possible in their own home and community.

A service is also provided for the younger person with dementia of 40, 50 and sometimes younger, some of whom may still be working. A day care option in many cases is inappropriate given the older population of day care. One to one support is offered in such cases.

The day care service provides opportunities for the person with dementia to meet and develop relationships with their peers. In turn this enables them to remain independent, retain skills and in some cases offer respite to their carer. The management team are actively looking into how the service can evolve to encompass the needs of people at different stages of their illness and to consider different models.

List of Agreed Outcomes

People with dementia supported to remain in their own home independently.
Carer Supported and able to care for longer.
Income maximisation for person diagnosed with dementia enabling them to live independently with appropriate financial support...
Post diagnostic support for up to one year.
Supporting people to remain active within their own community through the promotion of dementia friendly communities.

Why Service/Project is Funded Externally Rather than by the Council

By commissioning the service externally the Council is able to draw flexibly upon the specialist dementia expertise and resources of a sector leading national organisation. Additionally, as a third sector organisation the provider has distinctive

capabilities in harnessing the contribution of volunteers.

B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

There are a number of key achievements such as the provision of Link Workers to support people post diagnosis for up to one year. This is joint work with Health in that when a person receives a diagnosis of dementia they are appointed a link worker who helps the person come to terms and understand their diagnosis, meet other people with the same diagnosis and help link with community and peer support. This work is part of the Scotland's National Dementia Strategy and uses Alzheimer's Scotland's Five Pillar Model of Support.

The day care continues to thrive in most areas however there have been challenges in maintaining numbers. The manager is extremely proactive in contacting teams and monitoring officer in an attempt to promote the vacancies. As a consequence numbers are once again increasing and this will be monitored closely. Education courses for carers are offered giving them confidence and information to help and support carers them in their role.

The walking group established many years ago has not continued due to a drop in numbers however it should be recognised that in some cases the people have continued to walk with people they have built friendships with. The gardening group continues and has seen positive outcome with fresh fruit and vegetables.

Home support is offered on a one to one basis to help the person with dementia with daily living tasks enabling them to remain at home. This includes personal care and support as well offering opportunities to maintain social and daily living skills through a programme of therapeutic interventions that promotes well -being as well as reducing isolation by mixing with peers.

The service continues to receive positive feedback and high grades from inspections carried out by Care Inspectorate.

Summary of Key Issues/ Challenges Facing Organisation

Alzheimer Scotland faced the challenge of sustaining the additional service provision of post diagnostic support due to high numbers of referrals as well as uncertainty over continued funding. The Integration Fund now funds the service however there is still uncertainty given this funding could be time limited. Numbers for the service increase and there is a waiting list which is challenging. In addition the service is delivering support to individuals with extremely challenging needs.

Currently Alzheimers Scotland as an organisation has redesigned the way in which they deliver 1:1 support. This service will be transferring to Caledonia Social Care, a new social enterprise Alzheimer Scotland is setting up in partnership with Stewary Care. Staff from the current service will be TUPE'd across in April 2017. Currently there is a lot of excitement regarding this and staff are eager to see the change. It is felt that once through the redesign they are confident the service will continue to be able to meet the needs of the people they support.

How has Organisation Contributed to Council/ Service Priorities

Alzheimer Scotland as an organisation provides both care and support to people with dementia and their carers. It offers education for carers as well as income maximisation. Collectively this support enables people with dementia to remain at home as long as possible and for carers to continue in their role with the correct support.

The one to one support in particular enables the person with dementia to take responsibility for their own health and well-being, giving them confidence to live independently for as long as possible.

They ensure their workforce receives regular support and training to help them deliver person centred care.

List any Areas where there has been Shortfall in Performance

No shortfalls have been identified in the monitoring period.

How often are Review Meetings held with Lead Officer

Meetings are organised quarterly.

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

Alzheimer Scotland receive grant funding from Falkirk Council of £57 768.

Last Period of Submitted Audited Accounts

To be available November 30 2016.

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

The number of people diagnosed with dementia continues to rise significantly therefore any reduction of funding would have a significant impact on service delivery. Reduction in service delivery could mean that people with dementia become very isolated and become less able to continue living in their own home and could increase the number of people being admitted to long term care. It is accepted that the provision of day care and day opportunities can be preventative in terms of the need for long term care.

Overall Risk Rating (Low)

The organisation is a well established partner. The Council's support to the organisation enables people living with dementia and their carers in Falkirk to be supported in keeping with the Council's policy aspirations, with no significant risks to the Council having been identified in the monitoring period.

D CONCLUSIONS

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

The service continues to work very much in partnership with health and social work in offering support to people with dementia and ensure the delivery of local service provision.

They support carers in their role which then enables them to continue caring for the person in their own home.

E COMPLETED BY

Name

Susan Nixon

Designation

Service Manager

Date

9 November 2016

FALKIRK COUNCIL ADULT SOCIAL WORK SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2015/16

Organisation Name	Falkirk and District Association For Mental Health
Project	Community Based Mental Health Provision
Agreement Dates	1 st April 2015 – 31 st March 2016
Name of Lead Officer	Gail Fuller

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

FDAMH is a mental health charity serving Falkirk and District, established in 1981. The association is governed by 8 Trustees, 2 patrons and one advisor to the Board. The organisation's mission is to promote mental wellbeing by providing a range of services and creating an environment in which:

Individuals are supported to recover from mental ill health by acknowledging that recovery is a unique voyage of self-discovery and personal growth

Deterioration in mental wellbeing is prevented, and

Support, education and training related to mental health is provided to carers and across the local community.

Family Support Service

The organisation's approach to 'Carers Support' recognises that a range of family members, or indeed whole families, may need support.

Number of households using the service: 289

Staffing: 1 F/T + 1 P/T staff

Providing family support is recognised to improve outcomes for people with mental health problems and other members of their families (Dixon, et al. 2001). The organisation therefore works with people who use the service to help them develop resilience, improve their self-awareness and problem-solving skills and support them to take ownership of their situations. This is achieved with a combination of individual, group and peer support; practical, emotional and therapeutic support; the provision of information; working in conjunction with other agencies, where necessary, and signposting to other services and providing education on mental health and wellbeing.

Impacts:

Family Support responds promptly to support families in crisis.

Service User feedback:

"I have a greater knowledge of different ways to think about and respond to situations. This has given rise to an increased awareness in less helpful thinking styles. This knowledge allows me to make choices about my responses far more so than was the case previously. Rather than stepping back from a situation I feel that I am simply viewing it from a slightly different perspective – not engaging with it any less, just in a way that is better for me. Physically, I feel less stressed and more resilient which would seem to be reflected in my pace, urgency and approach to things within my home and work life."

(Male service user).

Befriending Service

Providing companionship to adults suffering from isolation and loneliness as a consequence of mental health problems

Individuals supported: 68

Staffing and Volunteers: 1 F/T service co-ordinator, 1 P/T befriender, 2 sessional staff + 25 Volunteers

There is a strong link between the recovery process and social inclusion. The Befriending Service is aimed at helping people to engage with their local communities therefore it plays an important role in the recovery journey.

Impacts:

As everyone who engages with the service is in a different stage of his or her recovery journey, what they gain from it varies considerably from person to person.

Service User feedback:

"I never in my life thought I would do even half the things I do now. I go on the bus by myself, I can go to my child's school plays, I never blink an eye at the thought of panicking now because I have learned through FDAMH that I can control my fears and I have and will continue to do so .

Without FDAMH I guarantee I would not be in the position I am just now, of enjoying life to the full and I will be eternally grateful to everyone at FDAMH who has helped me on my journey. It has been difficult and sometimes very challenging but I could not be more proud of myself for facing those fears and not letting them rule me and I will be forever thankful to the team at FDAMH for everything they have done. FDAMH has given me my life back."

Mental Health and Wellbeing Drop In

Providing a safe and supportive environment to tackle isolation, nurture and maintain wellbeing and promote recovery

Individuals supported: 220

Staffing and Volunteers: 2 P/T staff + 4 volunteers

The Drop-In service aims to provide an environment in which individuals are empowered and can support each other. Drop-In is about maintaining wellbeing but for most the aim is to build a strong foundation from which people can move back out into meaningful participation within their social circles (new or re-discovered) and communities.

Impacts:

The Drop-In centre is effective at tackling isolation, a common problem for many experiencing mental health difficulties:

"I was feeling worthless and couldn't really see tomorrow before attending the Drop-In Service. It gives me somewhere to go where I can have a laugh by taking part in the tournaments and groups that go on. I have now got my name down for a meal out and a trip with Drop-In which are things I wouldn't have done before and it gives me something to look forward to."

Link/ Social Prescribing

Providing understanding, support and expertise to enable people with reduced mental wellbeing find new ways to deal positively with issues in their lives and grasp new opportunities

Individuals supported: 355

Staffing and Volunteers: 3 F/T staff

FDAMH's Social Prescribing Service provides aids to recovery, operating a holistic model which is recognised to provide better outcomes than simple signposting services. Developing a person's ability to self-manage is paramount to delivering long-term impacts.

FDAMH's Social Prescribing model has been developed to building trust, identifying preferred, achievable ways forward and teaching people self-management skills. Two of FDAMH's practitioners are currently based at two surgeries receiving referrals from partner GPs. The third

practitioner is based in FDAMH receiving referrals primarily from the Immediate Help Service although other service areas can refer to the service.

GPs agree that the service reduces prescriptions of anti-depressants:

"We are reducing our prescribing of ADs (anti-depressants) due to the social prescribing practitioner. We find the peace of mind and one-to-one sessions offered are of more use to this clientele than medication"

Impacts:

Different clients want and need different outcomes but ultimately it's about them discovering how to help themselves. FDAMH's practitioners' goal is to arm people with the attributes, skills and information they need so they can do this for the long-

term

Service User feedback:

“After using this service I learned the value of finding time for myself. Not only have I learned practical tools to help me e.g. sleep, I have also used strategies to help me cope in stressful situations. This is a life changing service – thank you”

“This has been the most beneficial experience in my lifetime for my health and wellbeing. The evidence shows in my health recently and has improved over recent weeks.”

List of Agreed Outcomes

FDAMH supports better outcomes by aiding recovery, prevention of deterioration in mental wellbeing, support with social inclusion and support, where appropriate to family carers.

Why Service/Project is Funded Externally Rather than by the Council

The service is funded externally rather than by the Council because there is a recognised added value in giving a full role to the third sector in the provision of community mental health services. The third sector has distinctive capabilities in harnessing the contribution of volunteers. People who use preventative, low level supports are in many cases more comfortable with accessing resources in the third sector than might be the case in regard statutory social work provision or more formal health services. The service is complementary to support provided jointly by the Council and NHSFV to people who have severe and enduring mental ill health problems at the Caledonia Service and elsewhere in the wider service system.

B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

Service	2014/15	2015/16
Befriending	34 (28 active) Volunteers 85 Referrals 80 individuals supported	82 referrals (45 of which were from NHS) 68 individuals supported 36 volunteers
Link Service/Social prescribing	81 referrals 2 volunteer “peer support” workers	393 referrals 355 individual clients received direct support 3 Anxiety Management courses 1 Mindfulness Course
Family Support service	258 families in contact 113 families received direct individual support	289 families using the service 104 families receiving direct, individual support over a sustained period 22 supported by the Bereaved by Suicide 3 Mindfulness courses
Mental health and Well	8425 individual footfalls to	8050 individual footfalls

Being Drop In	the project 210 people used the service Average number of visits per week =162	to the project 288 people use the service regularly Average number of visits per week =179
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Summary of Key Issues/ Challenges Facing Organisation

1. Health and Safety risks in ratios for staff and service users. Capacity is exceeded by demand.
2. Dwindling reserves due to increasing topping up of underfunded projects and increased costs of running the service.
3. The Association reports having 'outgrown' its current building.
4. Increased referrals from Social Work, Criminal Justice, demand for attendance at multiagency meetings e.g. TAC meetings (Team Around the Child)
5. Notable increases in waiting lists for services, deriving from increased demand for services.

How has Organisation Contributed to Council/ Service Priorities

FDAMH develops strategies and delivers outcomes that are consistent with the requirements and outcomes detailed in Scotland's Mental Health Improvement Strategy and the NHS's Good Mental health For All, both in the detailed commitments and the Key Change areas.

In addition, FDAMH is working in strategic alignment with the proposed Strategic Outcomes and Local Delivery Plans, Key Priorities: Improving Mental Health and Wellbeing, specifically in relation to the statement detailed on page 3 of the SOLD Plan: "This will include a shift in emphasis towards community based support."

List any Areas where there has been Shortfall in Performance

No areas of shortfall have been identified in the monitoring period.

How often are Review Meetings held with Lead Officer

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 organisation has sought to reduce their reliance on the continued funding from Falkirk Council over a period of years by seeking funding from a range of other sources. The Council funds 27% of the organisation's total running costs.

Last Period of Submitted Audited Accounts

1 April 2015 to 31 March 2016

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

The organisation has demonstrated resilience and is effective at managing organisational risk. The organisation will require to develop risk management strategies as demand for its services continues to increase in line with recent activity level / trends.

Overall Risk Rating (Low)

The organisation is a well established partner who have demonstrated resilience in how they have evolved and developed over several years. The Council's support to the organisation enables people affected by issues to do with mental wellbeing in Falkirk to be supported in keeping with the Council's policy aspirations, with no significant risks to the Council having been identified in the monitoring period.

D CONCLUSIONS

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

FDAMH faces a mounting struggle to manage both the increasing volume of demand for services. The organisation is effective in supporting early intervention and ongoing self-management, whilst providing services aimed at crisis management and building resilience, all in accordance with the Council's policy aspirations.

E COMPLETED BY

Name

Gail Fuller

Designation

Monitoring Officer

Date

11 November 2016

**FALKIRK COUNCIL ADULT SOCIAL WORK SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2015/16**

Organisation Name	Independent Living Association Forth Valley
Project	Forth Valley Self Directed Support Service
Agreement Dates	1 April 2016 – 31 March 2017 (accounts and stats based on 2015-16)
Name of Lead Officer	Margaret Petherbridge

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

- To foster a partnership commitment with Falkirk Council to work through the changes required for the implementation of the Social Care (Self Directed Support)(Scotland) Act 2013
- To offer and provide a service which will support those individuals who wish to arrange and manage their own care and support to meet their assessed need/outcomes
- To raise awareness of the service to the community
- To liaise with other relevant voluntary, statutory and private agencies
- To collate user feedback and questionnaires and assess this information to identify future needs
- To evaluate the service offered and assess this information to identify future 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

At least 60 individuals annually will be provided with support to explore self-directed support 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

Why Service/Project is Funded Externally Rather than by the Council

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, user-led, 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 OUTCOMES

Summary of Key Achievements

In the financial year 2015-16, 62 people from Falkirk were in receipt of direct payments. Of the 62

- there were 7 new Direct Payment arrangements
- 7 people ceased receiving a Direct Payment

Individual arrangements varied to include:

- employing personal assistants only
- agency support only
- a combination of agency and personal assistant support
- short breaks

The Service continues to visit individuals and explain the nature and impact of the 4 SDS Options to help them make an informed choice about which Option they wanted. These visits often include joint visits with social work staff (and health staff where appropriate). This is in line with the legislation and guidance requirements and reduced the amount of time Falkirk Council staff needed to spend explaining the Options to service users/carers.

The service also supports social work staff by visiting to explain the Direct Payment Agreement to service users to ensure they are fully informed of their responsibilities before signing the Agreement. The Agreement Was reviewed and updated in 2015 and the Coordinator of the Service and his staff contributed to this along with Falkirk Council staff

(This is additional work, currently funded using Scottish Government funding for SDS implementation).

There is an increasing demand for Option 2 support where the Council (or provider) holds the budget and the individual chooses their support and provider. So far there have been no requests for the provider to hold the budget but this may change as numbers increase. The Support Service is now providing assistance to enable people to arrange their support arrangements using Option 2. New contracts/agreements have been developed for Option 2 and the Support Service was fully involved in the development of these. These will gradually be introduced for service users and providers.

The Support Service conducted

- 107 home visits
- received 1832 contacts from service users/carers, professionals and organisations

There were 45 new referrals to the service.

The Pensions Act 2013 has placed additional responsibilities on employers, including those using direct payments to employ care staff, to enrol their staff in a Pension Scheme. The Support Service is working with the SDS lead officer and payroll companies to ensure that employers are aware of, and able to comply with, the new Regulations. This will continue through the staging dates over the next 2 years.

In April 2016, the Support Service worked in partnership with the Workers Education Association Scotland and Emcare to pilot a programme of Personal Assistant training, covering the full range of training that might be required e.g. medication, moving and handling, relationships, food hygiene etc.

The feedback from the training was very positive, with some small changes being made in the light of this. This approach is being supported by the Scottish Social Services Council and is now being offered across Scotland.

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.

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

Visits continue to other local organisations and include discussion/information giving and presentations.

The Service has an accessible web site and is using social media e.g. Facebook to connect with people. They continue to work closely with the Council's lead officer and the Scottish Personal Assistant's Employer's Network to support Falkirk residents.

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 continues to present new challenges for the organisation as the numbers of people accessing SDS is expected to increase along with the emergence of different models for directing support. The Board members recognise the changing needs of the organisation and continues to work with Falkirk Council Officers and Self Directed Support Scotland to adapt to their changing role.

Potential demand for the service

In the 2015-16, in Falkirk, Social work recorded 182 people as choosing Option 2

and 360 people chose Option 4 (a mixture of more than one option). 2624 people are recorded as requesting Council arranged services under Option 3.

The Board has been active in trying to increase the number of members and the breadth of experience they bring. This has been somewhat successful with a number of new people joining the Board and taking office.

Along with other third sector organisations the ILA accepted a 5% reduction in funding for 2016-17. A further 5% reduction in funding will be applied over the next 2 financial years. This makes it difficult to build the capacity of the organisation to a sustainable level. They continue to look at opportunities to reduce costs e.g. they continue to access free accommodation for Board meetings.

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 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, however this was unsuccessful (The fund was oversubscribed in terms of applications).

The current Coordinator is due to retire in Spring 2017. The Board will recruit a new Coordinator/Manager and will review the role in light of increased demand for SDS support and Integration of Health and Social Care. Any funding application will reflect the needs of the organisation and the approach the new Coordinator will wish to take. For this reason the Lottery application is being postponed until the new person is in place. The intention is to facilitate a handover period between the existing Coordinator and his replacement.

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, 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. The Co-ordinator has also assisted with a review of the Direct Payments Agreement to make it easier for service users and carers to understand and to reduce the paperwork. This has been successfully updated.

The Coordinator also attends the SDS Steering Groups when available (Adults and Children's).

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 provided is now £28124 (£29604 paid in 2015-16 – reduction of 5%). This is paid in quarterly instalments. The gross core funding (including 'in kind') for 2015-16 (£39604) was 39% of the funding income the Service receives. The 'in kind' support is an estimated £6000, consisting of office space and associated facilities. An additional £8000 of Capacity Building funding was provided from Scottish Government SDS Implementation funding bringing the total contribution from Falkirk Council to 44% of the total income.

The service has also been provided with an additional £10,000 from the SDS implementation budget for 2016-17 to assist with building the capacity of the organisation to meet the demands of implementing the Social Care (Self Directed Support) (Scotland) Act 2013. This helps the Service:

- 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
- 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 2016-17 has reduced by 5% in line with Falkirk Council's

approach to budgetary savings. The funding for the next 2 years is also expected to be reduced by 5% as part of overall savings.

Since the organisation works across Forth Valley they also receive funding from Stirling/Clackmannanshire Councils in line with the Agreement they have with them.

Last Period of Submitted Audited Accounts

A copy of the independently examined accounts for the period 1 April 2015 until 31 March 2016 was received in September 2016. These were independently examined by a qualified Accountant and have been accepted by the Office of the Scottish Charity Regulator (OSCR).

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

The implementation of the new SDS Act is increasing 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 (2016-17) but the impact of increased demand for support means additional funding will be required. External funding will be sought for this. If external funding is not achieved it will lead to difficulties in meeting the demand for support. This could result in a reduced service or the service being maintained at current level with little or no capacity to increase access for new service users.

One member of staff within the Support Service retired in 2016 and another will be retiring in Spring 2017. The Board and the Co-Ordinator are already engaged in succession planning for the Service and it is hoped that successful funding applications will enable them to increase the staff compliment and secure the service for 3-5 years.

The Board continues to seek new members as appropriate.

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 reduced.

Overall Risk Rating (Low/Medium/High)

The Council's support to the organisation has enabled the provision of appropriate support to service users in terms of self directed support, with no significant risk the Council having been identified in the monitoring period.

D CONCLUSIONS

Summary/ 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 many 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

Name

Margaret Petherbridge

Designation

Project Development Manager (Self Directed Support)

Date

08 November 2016

**FALKIRK COUNCIL ADULT SOCIAL WORK SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2015/2016**

Organisation Name	Royal Voluntary Service (RVS)
Project	Meal on Wheels
Agreement Dates	2015/16
Name of Lead Officer	Liz McGhee

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

To provide officer support to recruit volunteers to act as helpers in the delivery of a meals on wheels service within the Falkirk Council area to council service users, regardless of age, race religion, marital status or sexual orientation. The service user groups include frail elderly, learning disability and physical disability and any other service users assessed as requiring the service.

The overall aim of the service is to recruit a minimum number of 50 volunteers to ensure a minimum of 50% of council Meals on Wheels runs at any one time have helpers and ensure these volunteers have appropriate disclosure checks completed.

List of Agreed Outcomes

There are two main outcomes

1. to provide a hot meal for individuals who are housebound or unable to cook for themselves. 2. to support and promote independence and to enhance users quality of life.

Why Service/Project is Funded Externally Rather than by the Council

The cost of providing a helper to meals on wheels drivers by either employing them direct; commissioning/tendering the service etc. is likely to be significantly higher.

B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

RVS continue to maintain local provision of volunteers to assist our meals on wheels drivers in the provision of meals within most of our communities across Falkirk. The contact officer continues to recruit small numbers regularly to the service.

Summary of Key Issues/ Challenges Facing Organisation

The challenge of being able to continue to support this provision with current funds being continually reduced.

<p><u>How has Organisation Contributed to Council/ Service Priorities</u></p> <p>By assisting the council to support and promote independence and to enhance service user's quality of life.</p>
<p><u>List any Areas where there has been Shortfall in Performance</u></p> <p>None</p>
<p><u>How often are Review Meetings held with Lead Officer</u></p> <p>Annually</p>
<p>C FINANCIAL / RISK ASSESSMENT OVERVIEW</p>
<p><u>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</u></p> <p>Annual amount paid per year, £10,400 plus VAT.</p> <p>Currently the service is well advanced this year 2016/17 regarding the pulling together of a new service that would incorporate this project with a shopping / befriending service to provide a Shopping and Well at Home Service, as an outcome of the council's budget proposal to outsource the current in house shopping service. This will be fully reported on in next year's report following completion of the project.</p>
<p><u>Last Period of Submitted Audited Accounts</u></p> <p>2014/15</p>
<p><u>Future Risks (Financial, Operational or Structural) Faced by Organisation</u></p> <p>Work continues with the local co-ordinator in identifying areas where currently there are no volunteers and targeting recruitment in those areas.</p>
<p><u>Overall Risk Rating (Low/Medium/High)</u></p> <p>Low</p>
<p>D CONCLUSIONS</p>
<p><u>Summary/ opinion of organisations overall progress carried forward from last report, and also during this year</u></p> <p>RVS assist in the provision of a delivery of a hot meal to service users who reside within the geographical area of Falkirk Council. The service user groups include the elderly, learning disability and physical disability etc.</p> <p>The main aims of the input are to</p>

- To assist in the delivery (to the service users homes) of a nutritious meal within a specified time period on a set day or days.
- To ensure contact with the service user and confirm their safety and well-being.

This arrangement has been on-going for a number of years now and works well volunteers are often recruited within communities and bring local knowledge and social information to those who might otherwise be quite isolated.

E COMPLETED BY

<u>Name</u>	E A McGhee
<u>Designation</u>	Service Manager Care & Support at Home Services
<u>Date</u>	07/11/2016