

Item 2

17th September 2020



Glasgow City Council

Contracts and Property Committee

Report by Interim Chief Officer, Glasgow City Health and Social Care Partnership

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REVIEW OF OUT OF HOURS SOCIAL WORK SERVICE

Purpose of Report:

This report is to update Contracts and Property Committee on the progress of the Review of Social Work Out of Hours Service in Glasgow City HSCP which provides a service to the other five Local Authorities within the Greater Glasgow and Clyde Health Board area.

Recommendations:

Contracts and Property Committee is asked to

- a) Approve the Rolling Contract for the delivery of Emergency Out of Hours Social Work by Glasgow city on behalf of the city and the five partner authorities;
- b) Note the contents of the report in regard to the updates on the service; and
- c) Request that a further update is provided in October 2020 should any partner choose not to proceed into the new rolling contract.

Ward No(s):

Citywide: ✓

Local member(s) advised: Yes No consulted: Yes No

1. Purpose of Report

- 1.1 The purpose of this report is to update Contracts and Property Committee in relation to the new rolling contract for the delivery of Out of Hours Social Work Services within the city and to the other five local authorities within the Greater Glasgow and Clyde area.

2. Background

- 2.1 On 20th March 2014 the Council's Executive Committee agreed a new contract for Out of Hours Social Work Services with 6 partner local authorities (<http://www.glasgow.gov.uk/councillorsandcommittees/viewSelectedDocument.asp?c=P62AFQNT81UTNT2U>).
- 2.2 The service specification outlined the range of services that the Glasgow Out of Hours Emergency Social Work Service would offer as part of the core contract and the additional services that local authorities could purchase.
- 2.3 Partner local authorities were required to sign up to a 4 year contractual arrangement with default and early exit clauses. This ensured a higher level of financial security for the Council. The contract ensured that partner local authorities required to give a 15 month period of notice terminate the contract.
- 2.4 A report on the termination of the existing Social Work Out of Hours Contract was presented to the Executive Committee of the Council on 8th December 2016. Agreement was reached to formally notify partner agencies of the termination of the existing Out of Hours' Social Work contract. This report highlighted that the future shape of the service would become part of the broader review of Health and Social Care Services (<http://www.glasgow.gov.uk/councillorsandcommittees/viewSelectedDocument.asp?c=P62AFQDNDN0GT1DNZL>).
- 2.5 This review and reform of Out of Hours' provision is a priority for Glasgow City Health and Social Care Partnership. A work programme has commenced and a key component of this work is the transformation of the delivery of Out of Hours Social Work services across the City and the Board area.
- 2.6 The strategic and operational importance of this review is reinforced by the independent review of Out of Hours Services commissioned by the Scottish Government (November 2015). The National Review of Primary Care Out of Hours Services, by Sir Lewis Ritchie.
- 2.7 The review group has now published its findings and a proposed model has been agreed with work ongoing in relation to the implementation of this.

On 22nd March 2018, Contracts and Property Committee agreed a new Interim contract for Out of Hours Social Work Services with 5 partner local authorities. These were:

- East Renfrewshire
- Renfrewshire
- Inverclyde
- West Dunbartonshire
- East Dunbartonshire

<http://www.glasgow.gov.uk/councillorsandcommittees/submissiondocuments.asp?submissionid=87456>

- 2.8 Agreement was reached with the 5 other Local Authorities to develop an interim contract for the delivery of these services until September 2019. This interim contract had been extended while the work of the wider out of hours review work was ongoing. The continuation of the Interim contract from September 2019 to April 2020 guaranteed continued operational continuity for the service.
- 2.9 The interim contract was developed to ensure that robust Out of Hours Social Work provision exists for Glasgow and the five remaining local authorities. Work during the intervening period has allowed for a new financial framework to be developed including increasing the management fee to 9%.
- 2.10 A number of other developments were included in the interim contract:
- New workforce plan –this has since been implemented making the service more efficient
 - Separate IT contingency arrangements which protects the City if information technology systems fail
 - Updated data sharing protocol in recognition of the new legislation.
- 2.11 In February 2020 a draft of a new rolling contract was sent to the partner authorities with a view to commence this new contract on 1st April 2020, however this was impacted by Covid 19 and the contract was again extended for six months as a result.
- 2.12 The rolling contract was issued to the partner authorities requesting comments by 4th September, with the new rolling contract commencing on 1 October 2020. There is no significant changes to the contract other than the Appropriate Adult service now being a statutory function. Given the extent of communication with all of the partners and adjustments made to deadlines in response to COVID-19 there is nothing to suggest that any member will choose to opt out of the current agreement.
- 2.13 The Out of Hours review is now concluded, with the new Out of Hours hub due to commence in Borron Street toward the end of this year. All of the partner authorities are committed to this integrated service.
- 2.14 As part of the Contract the Council provides the Appropriate Adult service, on the 10th January 2020 this became a Statutory duty placed upon Local Authorities via secondary legislation stemming from sections 98-106 Criminal Justice (Scotland) Act 2016 .

2.15 The Statutory Appropriate Adult Service is funded by the Scottish Government with Glasgow City Council receiving £58,000 pro rata for the six months from October 2019 – April 2020. At the current rate of usage this will meet the cost for delivering this service. Work will commence in coming months to negotiate the ongoing funding for this service from the Scottish Government, these discussions will be led by COSLA.

3. Policy and Resource Implications

Resource Implications:

Financial: There are no new financial implications arising from the report

Legal: The Rolling Contract will be reviewed annually in the Joint User group and only if there are requests for significant changes will it be renewed completely, it continues to have built in protection for the Council against Partners leaving suddenly or IT issues costing the city to rectify.

Personnel: The new workforce plan has been implemented.

Procurement: There are no relevant procurement issues.

Council Strategic Plan: A Healthier City; priorities 38, 44 and 46.

Equality and Socio-Economic Impacts:

Does the proposal support the Yes. Under Outcome 10.

Council's Equality Outcomes 2017-22 EQIA was carried out in March 2019. <https://glasgowcity.hscp.scot/publication/eqia-health-and-social-care-out-hours>

What are the potential equality impacts as a result of this report? Equalities are a priority, the service has a strong focus on addressing inequality and alleviating poverty and disadvantage.

Please highlight if the policy/proposal will help address The service will work to inform the ongoing focus around addressing socio economic disadvantage.

*socio economic
disadvantage.*

**Sustainability
Impacts:**

Environmental: There will be no impact on the environment as a result of this report

*Social, including
Article 19
opportunities:* The service works to empower people to make decisions that can improve their lifestyle and/or access opportunities.

Economic: The service supports people in immediate need in order that they are not further economically disadvantaged.

**Privacy and Data
Protection impacts:** There is an up to date DSP included with the Contract.

4. Recommendations

4.1 Contracts and Property Committee is asked to:

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