Notice of meeting and agenda

Corporate Policy and Strategy Committee

10.00am, Tuesday, 13 May 2014

Dean of Guild Court Room, City Chambers, High Street, Edinburgh

This is a public meeting and members of the public are welcome to attend

Contact

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1. Order of business

1.1 Including any notices of motion and any other items of business submitted as urgent for consideration at the meeting.

2. Declaration of interests

2.1 Members should declare any financial and non-financial interests they have in the items of business for consideration, identifying the relevant agenda item and the nature of their interest.

3. Deputations

3.1 If any

4. Minutes

4.1 Minute of the Corporate Policy and Strategy Committee of 25 March 2014 (circulated) – submitted for approval as a correct record.

5. Forward planning

5.1 Corporate Policy and Strategy Committee Key Decisions Forward Plan June to September 2014 (circulated)

5.2 Corporate Policy and Strategy Committee Rolling Actions Log (circulated)

6. Business Bulletin

6.1 If any

7. Executive decisions

7.1 Appointments to the Welfare Reform Working Group – 2014-15 – report by the Director of Corporate Governance (circulated)

7.2 Welfare Reform - Update - report by the Director of Corporate Governance (circulated)

7.3 Operational Governance - Anti Money- Laundering Policy – report by the Director of Corporate Governance (circulated)

7.4 McCrae's Battalion Trust – Commemorative Service at Contalmaison Cairn – 1 July 2014 – report by the Director of Corporate Governance (circulated)

7.5 Munich Civic Invitation – report by the Director of Economic Development (circulated)

7.6 Public Bodies (Joint Working) (Scotland) Act: Update – report by the Director of Health and Social Care (circulated)

7.7 Edinburgh Joint Carers' Strategy and Joint Strategic Commissioning Plan for Carer Support – report by the Director of Health and Social Care (circulated)

7.8 Community Policing Service Level Agreement – report by the Director of Services for Communities (circulated)

8. Routine decisions

If any

9. Motions

If any

Carol Campbell

Head of Legal, Risk and Compliance

Committee Members

Councillors Burns (Convener), Cardownie (Vice-Convener), Burgess, Chapman, Child, Nick Cook, Edie, Godzik, Ricky Henderson, Hinds, Lewis, Mowat, Rankin, Rose and Ross.

Information about the Corporate Policy and Strategy Committee

The Corporate Policy and Strategy consists of 15 Councillors and is appointed by the City of Edinburgh Council. The Corporate Policy and Strategy Committee usually meets every four weeks.

The Corporate Policy and Strategy Committee usually meets in the Dean of Guild Court Room in the City Chambers on the High Street in Edinburgh. There is a seated public gallery and the meeting is open to all members of the public.

Further information

If you have any questions about the agenda or meeting arrangements, please contact Louise Williamson, Committee Services, City of Edinburgh Council, Business Centre 2.1, Waverley Court, 4 East Market Street, Edinburgh EH8 8BG, Tel 0131 529 4264, e-mail louise.p.williamson@edinburgh.gov.uk .

A copy of the agenda and papers for this meeting will be available for inspection prior to the meeting at the main reception office, City Chambers, High Street, Edinburgh.

The agenda, minutes and public reports for this meeting and all the main Council committees can be viewed online by going to www.edinburgh.gov.uk/cpol.

Minutes Item No 4.1

Corporate Policy and Strategy Committee

10.00 am, Tuesday, 25 March 2014

Present

Councillors Burns (Convener), Cardownie (Vice-Convener), Balfour (substituting for Councillor Rose), Booth (substituting for Councillor Chapman), Burgess, Child, Nick Cook, Gardner (substituting for Councillor Godzik), Ricky Henderson, Hinds, Lewis, Mowat, Rankin, and Ross.

1. Corporate Policy and Strategy Committee Key Decisions Forward Plan May to August 2014 – Welfare Reform

a) Lothian Federation of Anti Bedroom Tax Groups– Deputation

The deputation requested that, following the recent announcement by the Scottish Government regarding funds being made available to cover the Bedroom Tax Liability of all tenants affected in Scotland , this be paid to all affected tenants without the need for an application and that this also apply to backdated payments.

They expressed concern over reports that a number of tenants who had been awarded backdated Direct Housing Payments (DHP) but had already paid some of the bedroom tax element of their rent were not having the DHP money paid to them but that it was being kept by the Council to go towards their Council Tax arrears. They urged the Council for an assurance that the DHP money due to be paid to tenants would be paid to the individuals concerned and not withheld.

b) Report by the Director of Corporate Governance

The Corporate Policy and Strategy Committee Key Decisions Forward Plan for March to June 2014 was presented.

Decision

1) To note the Key Decisions Forward Plan for March to June 2014.

2) To agree that the points raised by the deputation in their written submission and the issue of the 1996 Exemptions be addressed in the Welfare Reform update report to the Committee in May 2014.

(Reference – Key Decisions Forward Plan for March to June 2014, submitted.)

2. Riddles Court and 4-6 Victoria Terrace

a) Deputations

(i) Edinburgh City Youth Cafe (6VT)

The deputation indicated that they were delighted to hear about the refurbishment proposals for the property at Riddles Court however they expressed concern over the difficulties experienced in meeting with the Scottish Historic Buildings Trust (SHBT) to discuss the proposals and what effect they would have on their work at 4-6 Victoria Terrace.

They indicated that a number of alternative properties had been identified as possible replacements for them but that they had been rejected by the Council as unsuitable. The deputation stressed that they were willing to relocate if an alternative suitable property could be identified although their preference would be to stay in their current accommodation.

(ii) Scottish Historic Buildings Trust (SHBT)

The deputation expressed concern that the building at Riddles Court and 4-6 Victoria Terrace was now unsafe for continued use. They indicated that they were working with the Council to try to find suitable alternatives for the Edinburgh City Youth Cafe (6VT) and had offered them the use of one of their other buildings.

They stressed that it was now imperative for the Council to secure an alternative home for 6VT as the principal funder was looking for a firm commitment to the renovation project. If agreement could not be reached and the works were unable to start it was likely that the funding would no longer be available.

b) Report by the Director of Services for Communities

The Council had authorised the lease of Riddles Court to Scottish Historic Buildings Trust (SHBT) for a 99-year period at a peppercorn rent subject to them securing grant funding for the redevelopment of the property. The adjoining property at 4-6 Victoria Terrace which was let to the Edinburgh City Cafe (6VT), was required to be part of the project in order for the funding to be released.

Details were provided on the current situation which included assisting the current tenants of 4-6 Victoria Terrace, (6VT) to relocate with the provision of a new property and financial aid towards fit out costs and future rent.

Motion

1) To note the previous decision of the Education, Children and Families and Finance and Resources Committees to grant a 99-year lease to SHBT at peppercorn rent and restate the Committee's commitment to the restoration project at Riddle's Court.

2) To note that SHBT had secured Heritage Lottery Funding for redevelopment of the property and that the area currently occupied by

6VT at 4-6 Victoria Terrace was included in the conditions of the lottery grant.

3) To further note that the Heritage Lottery Fund had granted an extension of their offer with a revised deadline of 31 March 2014 to meet the conditions of the award.

4) To recognise the value of the work undertaken by 6VT and the Board's preference to remain in their current premises until suitable alternative accommodation could be secured.

5) To note the options and implications set out at paragraphs 2.4 and 2.5 in the report by the Director of Services for Communities and instruct Council officers to work with 6VT to seek their relocation by 31 December 2014, ideally by mutual agreement.

6) To request officers to report to the relevant committee on the most appropriate mechanism to allow the resources currently allocated to SHBT to be realigned to 6VT to support the cost of capital fit out and rent of their new premises.

7) To recognise the value of the services provided by 6VT and the Board's concern about finding appropriate premises should 6VT move from Victoria Terrace.

8) To acknowledge that initial plans for the capital redevelopment of Riddles Court were clear that existing tenants (such as 6VT) would remain in situ after any such refurbishment.

9) To also recognise the value of the SHBT plans for the redevelopment of an important historical building, and that the premises at 4-6 Victoria Terrace now formed part of the business plan supporting that redevelopment.

10) To agree that any move should not impact negatively on 6VT or the services it provided.

11) To commit the Council to working with 6VT and SHBT to ensure an outcome that satisfied the needs of both parties.

12) To set up a Project Delivery Group, chaired by the Council Leader and comprising:

- The Convener and Vice-convener of Education, Children and Families
- Two representatives each from SHBT and 6VT
- Senior management representation from Property Services, Children and Families, and Children and Families Social Work

13) To agree that the first meeting of the Project Delivery Group be scheduled as soon as possible, following this Committee meeting/decision, with the aim of reaching an early resolution of outstanding issues.

14) To agree that a subsequent progress report come to the Corporate, Policy and Strategy Committee meeting of 10 June 2014.

- moved by Councillor Burns, seconded by Councillor Cardownie

Amendment

1) To note the previous decision of the Education, Children and Families and Finance and Resources Committees to grant a 99-year lease to SHBT at peppercorn rent and restate the Committee's commitment to the restoration project at Riddle's Court.

2) To note that SHBT had secured Heritage Lottery Funding for redevelopment of the property and that the area currently occupied by 6VT at 4-6 Victoria Terrace was included in the conditions of the lottery grant.

3) To further note that the Heritage Lottery Fund had granted an extension of their offer with a revised deadline of 31 March 2014 to meet the conditions of the award.

4) To recognise the value of the work undertaken by 6VT and the Board's preference to remain in their current premises until suitable alternative accommodation could be secured.

5) To note the options and implications set out at paragraphs 2.4 and 2.5 in the report by the Director of Services for Communities and instruct Council officers to work with 6VT to seek their relocation by 31 December 2014, ideally by mutual agreement.

6) To request officers to report to the relevant committee on the most appropriate mechanism to allow the resources currently allocated to SHBT to be realigned to 6VT to support the cost of capital fit out and rent of their new premises.

- moved by Councillor Mowat, seconded by Councillor Balfour

Voting

The voting was as follows:

For the motion	-	11 votes
For the amendment	-	3 votes

Decision

To approve the motion by Councillor Burns.

(Reference: report by the Director of Services for Communities, submitted)

3. Minute

Decision

To approve the minute of the Corporate Policy and Strategy Committee of 25 February 2014 as a correct record.

4. Corporate Policy and Strategy Committee Business Bulletin 25 March 2014

The Corporate Policy and Strategy Committee Business Bulletin for 25 March 2014 was presented.

Decision

To note the Business Bulletin.

(Reference – Business Bulletin 25 March 2014, submitted.)

5. ICT Acceptable Use Policy

The Committee had continued consideration of a proposed new ICT Acceptable Use Policy which clarified the Council's expected standard of behaviour in relation to staff who used ICT at work or at home, for further information on a range of issues.

An update was provided which included the further information requested by the Committee.

Decision

1) To note the report by the Director of Corporate Governance.

2) To approve the revised ICT Acceptable Use Policy for implementation.

3) That any issues raised by members be addressed in the update report in 6 months.

(References – Corporate Policy and Strategy Committee 25 February 2014 (item 10); report by the Director of Corporate Governance, submitted)

6. Contact in the Capital – Community Communication Pilots Update

The Committee had agreed to a report on how the Contact in the Capital project would be managed and evaluated.

Details were provided on options for improving the ways in which the Council communicated with residents with a renewed emphasis on two way communications and community driven initiatives.

Decision

1) To note that appropriate diligence had been undertaken with a proposed third party partner and would be undertaken with other partners as the project developed and they were identified.

2) To note the project management plan which outlined the management approach to be followed across the two pilots as outlined in Appendix 1 to the report by the Director of Corporate Governance, and that political oversight of the two pilots would rest with the Convener and Vice-Convener of the Communities and Neighbourhoods Committee.

3) To note that two pilots would start in April 2014 according to the approach outlined in Appendix 2 to the report.

4) To note that the proposed pilot scheme within the Gorgie/Dalry area would be put on hold at this time and following further consideration an update report would be presented to Committee at a later date.

(References –Corporate Policy and Strategy Committee 5 November 2013 (item 7); report by the Director of Corporate Governance, submitted.)

7. Stress Management Policy and Violence at Work Policy

Details were provided on the new Stress Management Policy and Violence at Work Policy. The new policies provided an updated, streamlined and proactive approach to assist managers with stress related issues and violence at work.

Decision

1) To note the report by the Director of Corporate Governance.

2) To approve and implement both policies.

3) To agree to the publication of the Stress Management Policy and accompanying toolkit in the Labour Research Department's Stress and Mental Health at Work booklet.

(Reference – report by the Director of Corporate Governance, submitted)

8 Boundary Commission for Scotland – Publication of Proposals for Councillor Numbers – Proposed Consultation Response

Details were provided on a review of Scotland's local government electoral arrangements being undertaken by the Local Boundary Commission for Scotland which would result in recommendations on the number of councillors for each council and the number and boundaries of wards for the election of those councillors.

The Council's proposed response on the proposed number of councillors for the City of Edinburgh Council was provided.

Decision

1) To approve the response to the Local Government Boundary Commission for Scotland as detailed in Appendix 1 to the report by the Director of Corporate Governance.

2) To note that the next stage of the review was expected to commence in May 2014 and there would be consultation with the public on councillor numbers.

3) To note that later stages of the review would focus on proposed ward boundaries.

(References – report by the Chief Executive, submitted)

9. Scottish Government Consultation: Promoting Responsible Dog Ownership in Scotland: Microchipping and Other Measures

The Scottish Government was currently conducting a consultation on the possible introduction of compulsory microchipping of dogs in Scotland. The Council's proposed response to the consultation was detailed.

Decision

1) To note the report by the Director of Services for Communities.

2) To agree the Council's response to the consultation questionnaire 'Promoting responsible dog ownership in Scotland: microchipping and other measures'.

3) To agree to have Council representation at the proposed Scottish Government summit on dangerous dogs.

(Reference – report by the Director of Services for communities, submitted)

10 Implementation of a Funding Allocation System

The Health, Social Care and Housing Committee had agreed that a report be submitted to this Committee detailing the outcome of the work being undertaken to calibrate the Funding Allocation System.

The proposals for the calibration of the Funding Allocation System which would meet the requirements placed on the Council by legislation, were outlined.

Decision

1) To approve the proposals set out in the report by the Director of Health and Social Care for the implementation of a Funding Allocation System.

2) To note the controls identified within the report to manage the operation of the proposed Funding Allocation System.

3) To note that a report detailing the first six months' operation of the Funding Allocation System would be submitted to the Health, Social Care and Housing Committee at the earliest opportunity.

(References – Health Social Care and Housing Committee 28 January 2014 (item 8); report by the Director of Corporate Governance, submitted)

11. Integrated Children's Services – referral from the Education Children and Families Committee

The Education, Children and Families Committee had referred for approval, a report on a proposal to take forward the development of Integrated Children's Services within the City of Edinburgh.

Decision

To approve the proposals for taking forward the development of Integrated Children's Services as detailed in the report by the Director of Children and Families.

(Reference – referral report from the Education, Children and Families Committee, submitted)

12. Council Powers in Relation to Poor Performance of Contractors

The Committee, in terms of Section 50(A)(4) of the Local Government (Scotland) Act 1973, excluded the public from the meeting during consideration of the following item of business for the reason that it involved the likely disclosure of exempt information as defined in Paragraph 12 of Part 1 of Schedule 7(A) of the Act.

Details were provided on the Council's position regarding contractors on a procurement framework:

i) whose standard of work fell below that stipulated by the framework; and

ii) who, having carried out sub-standard works, then sought further work from the Council.

Decision

1) To note the report by the Director of Corporate Governance.

2) To call for a further report within 2 cycles, on the implications of including provisions in all future framework agreements which the Council procured which would allow for the suspension of a party from a framework agreement in certain specified circumstances, including where work carried out under that framework agreement was sub-standard.

3) To note that service areas would require to work closely with Commercial and Procurement Services to ensure that the Council was adequately protected against contractors whose performance was sub-standard, both in terms of processes for procurement and active project management and required that all new framework agreements put in place by the Council contained provisions approved by the Head of Legal, Risk and Compliance to ensure that they adequately protected the Council interests in relation to sub-standard performance.

4) To refer the report to the Governance, Risk and Best Value Committee for noting

(Reference – report by the Director of Services for Communities, submitted)

Key decisions forward plan Item no 5.1

Corporate Policy and Strategy Committee

June to September 2014

Item	Key decisions	Expected date of decision	Wards affected	Director and lead officer	Coalition pledges and Council outcomes
1.	Review of Management Structured – Revised Arrangements	10 June 2014		Chief Executive	CO 24-26
2.	Sustainable Edinburgh 2020 Annual Report 2013/14	10 June 2014		Director: Alastair Maclean Lead officer; Nick Croft, Equalities Manager Nick.croft@edinburgh.gov.uk	CO 24-26
3.	Complaints Monitoring - Quarterly Report	10 June 2014		Director: Alastair Maclean Lead officer: Jo McStay, Corporate Manager Jo.mcstay@edinburgh.gov.uk Davina Fereday, Corporate Manager Davina.fereday@edinburgh.gov.uk	CO 24-26
4.	City Strategic Investment Fund	10 June 2014		Director: Greg Ward Greg.ward@edinburgh.gov.uk	CO 24-26

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Item	Key decisions	Expected date of decision	Wards affected	Director and lead officer	Coalition pledges and Council outcomes
5.	Performance Reports	10 June 2014		Director: Alastair Maclean Lead officer: Gosia Szymczak, Senior Business Intelligence Officer Gosia.szymczak@edinburgh.gov.uk	CO 24-26
6.	Membership to the Scottish Steering Committee of Nuclear Free Local Authorities	10 June 2014		Director: Alastair Maclean Lead officer: Andy Nichol, Head of Members Services Andy.nichol@edinburgh.gov.uk	CO24-26
7.	Council Powers in Relation to Poor Performance of Contractors	10 June 2014		Director: Alastair Maclean Lead officer: Kevin McKee, Acting Principal Solicitor Kevin.mckee@edinburgh.gov.uk	CO24-26
8.	ICT Open Data Strategy	10 June 2014		Director: Alastair Maclean Lead officer: Sally Kerr, Digital Services Manager Sally.kerr@edinburgh.gov.uk	CO24-26
9.	Payday Lending	10 June 2014		Director: Alastair Maclean Lead officer: Fraser Rowson, Acting Principal Accountant Fraser.rowson@edinburgh.gov.uk	CO24-26

Item	Key decisions	Expected date of decision	Wards affected	Director and lead officer	Coalition pledges and Council outcomes
10.	Pensions Auto-Enrolment – Update	10 June 2014		Director: Alastair Maclean Lead officer: Graham Mechan, Payroll and Systems Manager Graham.mechan@edinburgh.gov.uk	CO24-26
11.	Riddles Court and 4-6 Victoria Terrace, Edinburgh – Progress Report	10 June 2014		Director: Mark Turley Lead officer: Peter Watton, Acting Head of Corporate Property Peter.watton@edinburgh.gov.uk	CO24-26
12.	Krakow Partnership Agreement Re-signing	10 June 2014		Director: Greg Ward Lead officer: Elaine Ballantyne, Head of External Relations and Investor Support Elaine.ballantyne@edinburgh.gov.uk	CO24-26
13.	Business Intelligence Strategy	5 August 2014		Director: Alastair Maclean Lead officer; Sarah Mackenzie, Business Intelligence Manager Sarah.mackenzie@edinburgh.gov.uk	CO 24-26

Item	Key decisions	Expected date of decision	Wards affected	Director and lead officer	Coalition pledges and Council outcomes
14.	Welfare Reform - Further update	5 August 2014		Director: Alastair Maclean Lead officer: Danny Gallacher, Head of Customer services Danny.gallacher@edinburgh.gov.uk Eileen McHale, Team Manager Eileen.mchale@edinburgh.gov.uk	CO24-26
15.	Review of Events Governance	5 August 2014		Director: Alastair Maclean Lead officer: Karen Kelly, Head of Corporate Programmes Karen.kelly@edinburgh.gov.uk	CO24-26
16.	Christmas and Hogmanay 2013 – Debrief	5 August 2014		Director: Alastair Maclean Lead officer: Lynne Halfpenny, Head of Culture and Sport Lynne.halfpenny@edinburgh.gov.uk	CO24-26
17.	Compliance, Risk and Governance – Corporate Debt Policy	2 September 2014		Director: Alastair Maclean Lead officer: Fraser Rowson, Acting Principal Accountant Fraser.rowson@edinburgh.gov.uk Neil Jamieson, Depute Head of Customer ServicesNeil.jamieson@edinburgh.gov.uk	CO24-26

Rolling Actions Log

Item No 5.2

Corporate Policy and Strategy Committee

May 2014

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
1	06-11-12	The Future Management and Ownership of Easter Craiglockhart Hill Local Nature Reserve (LNR) – motion by Councillor Burns (Agenda for 6 November 2012)	To provide information on the possibility of community ownership and management of the woodland and open space in the area in the longer term and how this might be achieved, with ownership transferring to the Council as an interim measure, with a view to the eventual transfer of ownership and management, to a community organisation.	Directors of Corporate Governance and Services for Communities	Within 4 cycles		Development application is currently with Planning and is awaiting a decision. Update report will be required once decision has been made. Suggestion for report to Planning Committee on 03/09/14 for a decision on the application.

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No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
2	04-12-12	Welfare Reform - Update	To agree to receive a further report on the new investment to increase welfare rights advice and advocacy services in the Council and Third Sector as detailed in paragraph 2.36 of the report by the Director of Corporate Governance to be considered as part of the 2013/14 budget planning work.	Director of Corporate Governance	By February 2013	22 January 3013	**Closed**
3	04-12-12	Welfare Reform - Update	To agree to receive a further report on funding required to match the Discretionary Housing Payments (DHP) allocation by a factor of 1.5 times.	Director of Corporate Governance	Not Specified (Update – 22/01/13)	14 May 2014	Report in May 2014
4	04-12-12	Welfare Reform - Update	To agree to receive a further report on representations to the Scottish Government for adequate funding of set up	Director of Corporate Governance	Not Specified		**Closed** Change happened on 01.04.13 with the introduction of the

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			costs for the new Council Tax Reduction Scheme.				Council Tax Reduction Scheme. Changes in funding/subsidy were detailed in a number of reports over 2013/14.
5	04-12-12	Welfare Reform - Update	To ask for a further report in January 2013 on proposals for closer collaboration with the Third Sector on welfare information advice.	Director of Corporate Governance	January 2013	22 January 2014	**Closed**
6	04-12-12	Welfare Reform - Update	To offer members a briefing on the implications for homelessness services.	Director of Corporate Governance	Not specified		**Closed** A number of Services for Communities updates/reports have detailed ongoing funding implications for homelessness services.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
7	04-12-12	ICT Strategy Development	To ask the Director of Corporate Governance to brief Group leaders and Conveners on the background to the development of the Strategy.	Director of Corporate Governance	Not specified		**Closed** Briefings delivered
8	02-12-12	Corporate Resilience Annual Report	To ask that an annual update report be provided.	Director of Corporate Governance	Annual	5 November 2013	**Closed**
9	22-01-13	Policy Development and Review Sub-Committee Work Programmes	To ask the Director of Children and Families to report back to the Education, Children and Families Policy Development and Review Sub-Committee on developing the Estates Strategy review.	Director of Children and Families	Not specified		
10	22-01-13	Pensions Auto-enrolment	To agree to receive a further report on necessary changes to systems, policies and processes and employer pension contributions.	Director of Corporate Governance	Not specified		Recommend closure – Pension auto-enrolement has been fully implemented and a working group

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
							set up and project delivered in April 2013. A report will be submitted to the Committee in June 2014 with an update on the changes including contributions.
11	22-01-13	Pensions Auto-enrolment	To agree to the formation of a working group; the appointment of a project sponsor and governance arrangements; the appointment of a project manager and departmental contacts/champions; and the development of a communications strategy, to progress pensions auto-enrolment.	Director of Corporate Governance	Not specified		Recommend closure – Pension auto-enrolement has been fully implemented and a working group set up and project delivered in April 2013. A report will be submitted to the Committee in June 2014 with an

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
							update on the changes including contributions.
12	22-01-13	Welfare Reform - Further Update	To agree to receive future progress updates on a two monthly cycle, with the next report on 16 April 2013.	Director of Corporate Governance	Ongoing	16 April 2013	**Closed**
13	22-01-13	Welfare Reform - Further Update	To ask the Director to provide members with update briefings on a regular basis.	Director of Corporate Governance	Ongoing		Bi monthly updates to the Committee.
14	22-01-13	Welfare Reform - Further Update	To ask the Director of Corporate Governance to circulate to members, details of the information event being held with advice agencies at the Corn Exchange on 22 February 2013.	Director of Corporate Governance			**Closed**

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
15	26-02-13	Management and Communications within the Council – motion by Councillor Chapman (Agenda of 26 February 2013)	Agrees that reports should go to each Executive Committee over the next cycle.	Director of Corporate Governance	By end of May 2013	3 September 2013 and 25 March 2014	**Closed**
16	26-02-13	Management and Communications within the Council – motion by Councillor Chapman (Agenda of 26 February 2013)	Agrees that future staff surveys should include questions that seek to better understand the causes of any staff dissatisfaction and anxiety (such as lack of trust, caution around raising particular concerns, restrictions on activities undertaken in personal capacities, etc.), and asks the Chief Executive to report on how best these concerns can be incorporated.	Chief Executive	Not specified	3 September 2013 and 25 March 2014	**Closed**

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
17	26-02-13	Management and Communications within the Council – motion by Councillor Chapman (Agenda of 26 February 2013)	To instruct the Chief Executive to report to the Corporate Policy and Strategy Committee within two cycles, on the further analysis that had been undertaken on the survey since October 2012 together with the steps taken by management to deal with the issues raised, how these changes were being implemented and how they would be monitored.	Chief Executive	Within 2 cycles	14 May 2013, 3 September 2013 and 25 March 2014	**Closed**
18	26-02-13	No Eviction for Bedroom Tax – motion by Councillor Burgess (Agenda of 26 February 2013)	To note that Committee shared the concern about the introduction of the "Bedroom Tax", agree to continue the motion for one cycle and request a report on the implications for the Council's Housing Revenue Account and housing service by adopting a "No Eviction" policy as requested by the motion.	Director of Corporate Governance	One cycle	16 April 2013	**Closed**

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
19	16-04-13	Managing Arrears Arising from Housing Benefit Under-occupancy Restrictions - motion by Councillor Burgess	To call for a further report on decisions made by other councils in England and Scotland to re-designate bedrooms, providing information on the rationale and impact of these decisions.	Director of Corporate Governance	Not specified	1 October 2013	**Closed**
20	16-04-13	Managing Arrears Arising from Housing Benefit Under-occupancy Restrictions - motion by Councillor Burgess	To call for a report on the implications of the Govan Law Centre's guide on "Challenging your bedroom tax decision".	Director of Corporate Governance	Not specified	1 October 2013	**Closed**
21	16-04-13	Sustainable Edinburgh 2020 Annual Report and Scottish Climate Change Declaration Annual Report	To ask for a further report to the Finance and Budget Committee on the financial implications of the scheme	Director of Corporate Governance	Not specified		Report due June 2014

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
22	16-04-13	Redesigning the Community Justice System - Respose to the Scottish Government's Consultation	To agree to receive a report to a future meeting on proposed arrangements to implement the suggested improvements to reduce re-offending, as set out in paragraphs 2.2.1 to 2.2.4 in the report by the Chief Social Work Officer.	Chief Social Work Officer	Not specified		Agreed with the Leader of the Council and the Convener of Health, Social Care and Housing Committee to submit a report to the Health, Social Care and Housing Committee on 17 June 2014
23	16-04-13	Waste Collections – Motion by Councillor Rose (Agenda for 16 April 2013)	To ask Councillor Hinds to circulate a briefing paper to members on the statistics for top-hatting and complaints received.	Councillor Hinds	Not specified	18 April 2013	**Closed**
24	14-05-13	2012 Employee Survey Update	To agree to receive a further update on progress in September 2013, to include an update on the outcome of the Investors in People and Healthy Working Lives assessments currently	Director of Corporate Governance	September 2013	3 September 2013 and 25 March 2014	**Closed**

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			taking place.				
25	11-06-13	Crackdown on Legal Loan Sharks - Referral from Petitions Committee Crackdown on Legal Loan Sharks - Feasibility Study	To agree the establishment of an Officer Working Group to take forward agreed actions including further research as per the recommendations of the Petitions Committee and report back to the Corporate Policy and Strategy Committee within one calendar year.	Director of Services for Communities	June 2014	May 2014	Report due June 2014
26	06-08-13	Welfare Reform - Further Update	To agree that the Welfare Reform Working Group receive a briefing about how DHP applications were assessed and give initial consideration to the issues raised by the deputation.	Director of Corporate Governance	Not specified		**Closed** Updates were provided by the Director of Corporate Governance. All deputations have received a response.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
27	06-08-13	Review of Events Governance	To note that the outcome of the review would be reported back to Committee on 5 November 2013.	Directors of Corporate Governance and Services for Communities	5 November 2013	5 November 2013	**Closed**
28	01-10-13	Welfare Reform - Update	To agree to receive the updated DHP Policy at the 5 November 2013 Committee.	Director of Corporate Governance	5 November 2013	5 November 2013	**Closed**
29	01-10-13	Council Grants to Third Parties 2014-15	To agree to a further report seeking approval for all grants to third parties settlements on 25 February 2014, including any new applications.	Director of Corporate Governance	25 February 2014	25 February 2014	**Closed**
30	01-10-13	A Framework to Advance a Cooperative Capital 2012-17 - Joining the Cooperative Council	To agree to receive a further report by 31 March 2014 assessing the success of the pilot membership and an update on the feasibility study of establishing a Scottish Network of Cooperative Councils.	Director of Corporate Governance	31 March 2014		

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
31	05-11-13	Contact in the Capital - Community Communication Pilot	To receive an update report, within 3-months, outlining an interim financial action plan to include performance metrics, for each of the three pilots which would be developed in consultation with the relevant local ward members	Director of Corporate Governance	February 2014	25 March 2014	**Closed**
32	05-11-13	Contact in the Capital - Community Communication Pilot	To receive a full report, evaluating the success of the three pilots, in 12-months	Director of Corporate Governance	November 2015	25 March 2014	
33	05-11-13	Contact in the Capital - Community Communication Pilot	To agree that an additional update report, highlighting (city-wide) successful community based communications initiatives, be reported annually. That report to include the possible use of funding to Community Councils/Neighbourhood Partnerships to encourage better communication.	Director of Corporate Governance	Annual		

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			The report also to include investigation of reinvigorating the MyEdinburgh website.				
34	05-11-13	Review of Events Governance	To note that a further report would be submitted to Committee on 25 February 2014 setting out the revised application and approval processes.	Directors of Corporate Governance and Services for Communities	25 February 2014	25 February 2014	**Closed**
35	05-11-13	Review of Community and Accessible Transport Programme Update	To note that a further update report would be provided in six months.	Director of Health and Social Care	May 2014		
36	21-01-14	Sex Work in Edinburgh - Harm Reduction Framework	To note that officers would submit a progress report in March 2015 to the Health, Social Care and Housing Committee.	Chief Social Work Officer	March 2015		No change to reporting time

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
37	21-01-14	Energy Services Companies	To note the progress towards the development of Energy Services Companies and that a further report would be submitted to Committee in April 2014 and to ask that the progress report include the options for an Energy Services Company that by providing energy and energy services, could generate this sort of significant revenue for the Council.	Director of Economic Development	April 2014		Scheduled for June 2014
38	25-02-14	Review of Events Governance	To note that 6 monthly progress reports would be submitted to Committee.	Directors of Corporate Governance and Services for Communities	August 2014		Report due August 2014
39	25-02-14	Welfare Reform - Update	To ask that the next report include details of the total number of tenants in arrears and an update on the work of the Welfare Reform Working Group.	Director of Corporate Governance	13 May 2014		Report in May 2014 includes details requested.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
40	25-02-14	ICT Acceptable Use Policy	To continue consideration of the report to the next meeting for further information on a range of issues, specifically those regarding paragraphs 4.15, 5.7, 7.2, 7.3 and 7.4 of the revised Policy.	Director of Corporate Governance	25 March 2014	25 March 2015	**Closed**
41	25-02-14	Poverty and Inequality Data in the City - referral from the Communities and Neighbourhoods Committee	To instruct that the future report include an assessment of earlier poverty initiatives and clarification of the definitions of “low-pay/poverty”.				
42	25-03-14	Key Decisions Forward Plan May to August 2014 - Welfare Reform	To agree that the points raised by the deputation in their written submission and the issue of the 1996 Exemptions be addressed in the Welfare Reform update report to the Committee in May 2014.	Director of Corporate Governance	May 2014		Report to Committee in May 2014 shows updates.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
43	25-03-14	Riddle's Court and 4-6 Victoria Terrace, Edinburgh	To request officers to report to the relevant committee on the most appropriate mechanism to allow the resources currently allocated to SHBT to be realigned to 6VT to support the cost of capital fit out and rent of their new premises.	Director of Services for Communities	Not specified		There are on – going discussions taking place with various parties to identify and enable the realignment of funding. Further Riddles Court and Victoria Terrace reports will go to the Economy Committee and thereafter F&R. It is envisaged that Full Council approval will also be required prior to project conclusion. This will be part of the mechanism / process which will enable full funding realignment.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
44	25-03-14	Riddle's Court and 4-6 Victoria Terrace, Edinburgh	To agree that a subsequent progress report come to the Corporate, Policy and Strategy Committee meeting of 10 June 2014.	Director of Services for Communities	10 June 2014		Report due June 2014
45	25-03-14	ICT Acceptable Use Policy	That any issues raised by members be addressed in the update report in 6 months.	Director of Corporate Governance	September 2014	25 March 2014	**Closed**
46	25-03-14	Contact in the Capital - Community Communication Pilots Update	To note that the proposed pilot scheme within the Gorgie/Dalry area would be put on hold at this time and following further consideration an update report would be presented to Committee at a later date	Director of Corporate Governance	Not specified		
47	25-03-14	Council Powers in Relation to Poor Performance of Contractors	To call for a further report within 2 cycles, on the implications of including provisions in all future framework agreements which the Council procured	Director of Corporate Governance	10 June 2014		

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
		(B Agenda item)	which would allow for the suspension of a party from a framework agreement in certain specified circumstances, including where work carried out under that framework agreement was sub-standard.				

Corporate Policy and Strategy Committee

10am, Tuesday, 13 May 2014

Appointments to the Welfare Reform Working Group – 2014-15

Item number	7.1
Report number	
Executive/routine	
Wards	

Executive summary

The Corporate Policy and Strategy Committee is required to annually re-appoint the membership of the Welfare Reform Working Group. The current membership is detailed in the report.

Links

Coalition pledges	
Council outcomes	CO25
Single Outcome Agreement	

Report

Appointments to the Welfare Reform Working Group – 2014-15

Recommendations

1.1 To appoint the membership of the Welfare Reform Working Group.

Main report

Appointments to Sub-Committees and Working Groups, etc

2.1 The Corporate Policy and Strategy Committee on 16 April 2013 had appointed membership to its Welfare Reform Working Group for 2013/14.

2.2 The current membership of the Working Group is Councillors Ricky Henderson (Convener), Aldridge, Burgess, Day, Howat, Rose and Work (2 Labour, 2 Scottish National Party, 1 Conservative, 1 Green and 1 Liberal Democrat)

2.3 The Committee is requested to re-appoint the membership of the Working Group.

Measures of success

3.1 Not applicable

Financial impact

4.1 Not applicable

Risk, policy, compliance and governance impact

5.1 Not applicable.

Equalities impact

6.1 Not applicable

Sustainability impact

7.1 Not applicable

Consultation and engagement

8.1 Not applicable

Background reading / external references

Minute of 16 April 2013

Alastair D Maclean

Director of Corporate Governance

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Links

Coalition pledges	
Council outcomes	CO25 – The Council has efficient and effective services that deliver on objectives.
Single Outcome Agreement	
Appendices	None

Corporate Policy and Strategy Committee

10.00am, Tuesday 13 May 2014

Welfare Reform - Update

Item number	7.2
Report number	
Executive/routine	
Wards	

Executive summary

The Council continues to engage and support relevant groups and currently 56% of Council tenants affected by Under Occupancy no longer have rent arrears.

The exercise to identify tenants who are exempt from Under Occupancy following the DWP drafting error has now been completed, and the necessary action has been taken.

The existing protection from the Benefit Cap for those residing in supported exempt accommodation has been extended to certain Local Authority owned properties. Work is ongoing to identify those cases that are now covered by the extension.

At the end of March 2014 the Scottish Welfare Fund total spend for Crisis Grants was 75% of the budget and the spend for Community Care Grants was 86%. At the end of March 2014 the Council had committed to spend 92% of the Discretionary Housing Payment allocated budget.

The Council continues to promote alternatives to payday loans and is actively engaged on a range of Welfare Reform activities including Universal Credit Local Support Services Framework and Direct Payments.

Links

Coalition pledges	
Council outcomes	
Single Outcome Agreement	SO2

Welfare Reform – Update

Recommendations

1.1 It is recommended that the Corporate Policy and Strategy Committee notes:

1.1.1 the Council's ongoing activities relating to Welfare Reform; and

1.1.2 the next update will be reported to Committee on 5 August 2014.

Background

2.1 The Corporate Policy and Strategy Committee recommended on 22 January 2013 to continue to monitor the Council's actions relating to Welfare Reform and requested bimonthly update reports. The last report was considered by Committee on 25 February 2014.

Main report

Council Tenants and Housing Services – Under Occupation (UO)

3.1 At the end of March there are 3,292 Council tenants affected by the UO regulations. Of these tenants, 2,971 (90%) have had a 14% reduction and 321 (10%) have had a 25% reduction in their Housing Benefit entitlement.

3.2 At the end of March 2014 there were 7,587 Council Tenants in arrears (£3.5m), 1,436 of whom were affected by the UO regulations. It should be noted that 969 of those affected were already in arrears when the regulations were introduced. This highlights the fact that, although the UO regulations have had an impact on rent arrears, there are other factors that contribute to rent arrears.

3.3 Historically the number of affected UO tenants in arrears increased from 969 in April 2013 to 2,017 tenants in December 2013. There is however evidence that the advice and financial support being provided is addressing the upward trend. By the end of March 2014 the number of affected tenants in arrears had reduced by 581 to 1,436. Currently 56% of Council tenants affected by UO are no longer in arrears.

3.4 The Welfare Reform Team continue to engage with those affected, providing advice and support for housing options, benefit checking, income maximisation, employment options and assistance with Discretionary Housing Payments (DHP) applications. The team's current focus is to assist tenants with DHP application that are due to be reviewed.

3.5 The positive impact of the Team has resulted in a decision to extend the service for a further 12 months.

3.6 There are currently around 1,275 Registered Social Landlord (RSL) tenants affected by the UO regulations. RSLs continue to engage with those affected and some have recruited welfare and tenancy support staff to target efforts and support tenants facing financial hardship.

3.7 The RSLs have provided details of their current rent arrears position, and this information and the Council's position is included in Appendix 1. Further Information is also provided regarding Council tenants who are under occupying.

3.8 The Scottish Government has committed £35m to mitigate rent arrears resulting from UO. A request to lift the DHP cap has been made to the UK Government. If agreed the additional funding will be administered through DHP. If this is refused the Scottish Government will advise of an alternative scheme that will utilise council powers to address UO debts.

3.9 The exercise to identify social sector tenants affected by the DWP drafting error is now complete. The Benefit Team has checked 716 social sector tenants and successfully identified 196 who are not subject to the UO benefit reduction.

3.10 At 10 April 2014 194 exemptions have been applied to the Housing Benefit system and 2 have still to be considered as further information is required.

Temporary and Supported Accommodations

3.11 Under Occupancy regulations currently affect 262 properties within the temporary accommodation estate and currently 26 homeless households have had their Housing Benefit reduced as a result.

3.12 Families continue to be placed in properties where possible that reduce the likelihood of Under Occupancy. However there are occasions when they have to be placed in larger properties to meet their emergency housing needs. DHP applications are submitted for all appropriate cases.

Temporary Accommodation and Benefit Cap

3.13 There are currently 59 households in temporary accommodation and 27 in Private Sector Leasing properties where the Benefit Cap applies.

3.14 The introduction of the Benefit Cap has not yet had the expected impact on residents in temporary accommodation. Households in temporary accommodation who are affected by the Benefit Cap and/or Under Occupation are being assisted in applying for DHP.

3.15 A number of rent redesign options will be considered for temporary accommodation once Universal Credit timescales and proposals for temporary accommodation have been confirmed by the DWP.

3.16 The scope of the existing protection from the Benefit Cap for those residing in supported exempt accommodation has been extended to Local Authority owned

properties where care, support or supervision is provided. There are now four categories of supported housing included in the protection:

- where the landlord is a Registered Social Landlord, registered charity or voluntary organisation where care, support or supervision is provided;
- where the landlord is a specified third or social sector provider where care, support or supervision is provided and the claimant must have been admitted to the dwelling to meet a need for and receive this;
- Third and social sector refuges, including Local Authority refuges, where the claimant is fleeing domestic violence; or
- Local Authority hostels providing care, support or supervision.

3.17 Work is currently being carried out to identify Local Authority owned properties where the protection now applies. It is unclear how many properties will be identified or how this will impact on the council rent account. An update will be provided in the next Committee report.

Scottish Legal Aid Board (SLAB) Funding

3.18 Each SLAB funded project now has the appropriate officers in place and a full range of welfare and housing advice continues to be provided.

Welfare Reform and People with Health Problems

3.19 On 13 January the DWP invited existing Disability Living Allowance claimants living in Edinburgh to claim Personal Independence Payments (PIP). This extension saw an increase in the number of people the Advice Shop has helped to apply for PIP. However as the DWP decision making process is currently taking around 6 months there are few outcomes to report at this time.

Advice Services

3.20 In March 2014 The Advice Shop initiated a Debt Advice Forum to bring together Council representatives and Third Sector Advice Agencies to share information and coordinate responses to debt issues. The initial focus was around Payday Lenders and concerns with increasing rent and mortgage arrears.

3.21 The Forum has agreed to meet quarterly to address concerns relating to debt.

Council Tax Reduction Scheme (CTRS)

3.22 The Council's CTRS funding for 2014/15 is estimated at approximately £27.5m and this will be confirmed in the summer. The demand on the 2014/15 budget will be monitored from month to month in line with changes in customers' circumstances. These changes will be monitored to ensure that any emerging pressure is identified at the earliest opportunity.

3.23 The Council's CTRS funding for 2013/14 was confirmed as £27.9. At 31 March 2014 the fund was within budget and the final out turn will be confirmed in future updates.

Scottish Welfare Fund (SWF) – Crisis Grants and Community Care Grants

3.24 Applications for Crisis Grants are currently being considered within the target of two working days. There have been no 2nd tier review panel meetings since January 2014.

3.25 Applications for Community Care Grants are not always being considered within the target of fifteen working days. To address this pressure five new SWF decision makers have been recruited and have been in post from 10 April 2014. There have been two 2nd tier review panel meetings since January. One original decision was upheld and one was overturned with the customer receiving the relevant household items.

3.26 The Crisis Grant fund for 2013/14 was:

- £385,891
- £289,265.41 spend to 31 March 2014 (75% of total fund)

3.27 The Community Care Grant fund for 2013/14 was:

- £1,801,737
- £1,541,675.10 spend to 31 March 2014 (86% of total fund)

3.28 It has been agreed that any under spend will be carried forward to the 2014/15 fund.

3.29 The Scottish Government recently provided details of the Crisis Grants and Community Care Grants awarded for all Scottish Authorities. The Council's combined performance to February 2014 was 74%, which is slightly below the Scottish average of 76%. The revised spend profile for each fund is included in Appendix 2.

3.30 On 1 April 2014 The Furnishing Service replaced Bethany Christian Trust as household goods supplier. White goods and small household items are now ordered using the Oracle purchasing system and staff have been trained on the new system.

3.31 The Scottish Government has confirmed the total SWF funding for 2014/15 is £2,187,628, the same as 2013/14. The fund has been apportioned as detailed below:

- £360,000 Crisis Grant
- £1,827,628 Community Care Grant
- This will be augmented by the confirmed carry forward from 2013/4.

Discretionary Housing Payments (DHP)

3.32 On 17 March 2014 the Scottish Government published statistics on DHP spend in Scotland from 1 April 2013 to 31 January 2014. Key findings include:

- Scottish Local Authorities received a total of 85,897 DHP applications;
- 7% of applications were for Edinburgh (second to Glasgow with 22%);
- Edinburgh made determination for 90% of the applications received; and
- Edinburgh had committed 75% of overall limit spent against a Scottish average of 65%.

3.33 At 31 March 2014 the Council's DHP 2013/4 financial position was:

- £3,555,182 total fund
- £3,168,046.82 spend
- £87,026.26 committed to 31 March 2014

3.34 In overall terms the Council has committed to spend 92% of the allocated budget. Appendix 3 outlines the Council's DHP spend profile at 31 March 2014.

3.35 Edinburgh's revised DHP policy and engagement arrangements has proved to be effective in allocating the additional funding made available by the Scottish Government in October 2013. The refusal rate for DHP applications for the year is now 22%, however the refusal rate in March 2014 alone was 14.5%. The under spend in 2013/4 will be carried forward to address ongoing financial hardship in 2014/5. This arrangement will align with any national agreement regarding the DHP cap limit or alternative proposal considered at 3.8 in this report.

3.36 The ongoing nature of the DHP process means that applications are already being processed for 2014/5. At 7 April 2014 there were 413 DHP applications waiting to be reviewed the oldest being 18 March 2014. Out of these applications 40 were received on 1 April 2014 and as such awards will be considered under the 2014/15 fund.

3.37 The DHP financial position for 2014/15 at 7 April 2014 is:

- £3,833,120 total fund
- £392,675.36 spend (10% of the fund)
- £1,096,455.51 Committed to 31 March 2015 (a further 28% of the fund)

3.38 At Corporate Policy and Strategy Committee on 25 March 2014 a deputation was received from the Lothian Anti Bedroom Tax Federation regarding DHP. Officers subsequently meet with the group to discuss a number of the issues. A detailed response to the deputation is included at Appendix 4.

Payday Loans

3.39 The payday lending working group continue to meet monthly to look at ethical alternatives to payday loans and consider longer term, sustainable solutions.

3.40 Discretionary Housing Payments (DHP) and the Scottish Welfare Fund (SWF) continue to be advertised and promoted to maximise uptake of the funds and reduce the need for payday loans.

3.41 There is however a risk that claimant's will look to payday loan companies to help meet household expenses if their application for DHP or SWF is unsuccessful. To mitigate this risk the DHP and SWF teams will signpost unsuccessful claimants to advice agencies for financial advice. This signposting structure is currently being developed.

3.42 The Financial Conduct Authority (FCA) replaced the Office of Fair Trading (OFA) on 1 April 2014. The FCA as regulator of consumer credit intends to review debt collection practises of payday lenders.

3.43 Around 200 payday lenders are expected to come under the FCA's remit. These lenders will initially have interim permission to trade but will have to seek full FCA authorisation to continue. It is estimated that potentially a quarter may leave the market if they are unable to meet the FCA's high consumer protection standards. It is anticipated that those who do leave will be the organisations that cause the worst consumer detriment.

3.44 Licensing and Trading Standards will present a full report based around payday lending to the Corporate Policy and Strategy Committee on 10 June 2014.

3.45 The Scottish Government are hosting a summit on payday lending and gambling in Scottish town centres and neighbourhoods on 23 April 2014. The aim of the summit is to share good practice, spread information of local, national and UK interventions and discuss possible solutions. The Council will use any relevant information to help it develop its approach to payday lending.

Direct Payment Demonstration Project (DPDP)

3.46 The DPDP has now concluded and an independent report has been compiled by the organisations involved. The document highlights issues that social landlords should consider in their preparation for Universal Credit and direct payment of Housing Benefit in particular.

3.47 The full report Direct Payments Demonstration Projects Landlord Learning Document can be viewed on the Chartered Institution of Housing website.

3.48 A letter from Lord Freud was received on 7 April 2014 thanking the Council for its involvement in the DPDP over the past two year. It confirmed that lessons learned would be applied in the ongoing rollout of the Welfare Reform agenda.

Universal Credit (UC) and Local Support Services Framework (LSSF)

3.49 The DWP's original UC roll-out plan expected that by April 2014 there would be approximately 1 million claimants receiving UC. However at this time there are around 10,000 live UC claims, the majority of which are part of the North West of

England Pilot. Most of the UC claims are for single people who would otherwise have been receiving Jobseekers Allowance (JSA).

3.50 The DWP intend to begin accepting new UC claims in the "live sites" for couples and people with children between the spring and autumn. However there are no firm details of timescales or volumes as yet. It is unlikely that new UC will roll-out in Edinburgh before 2016 at the earliest.

3.51 The DWP are planning to have 6 pilot areas throughout the UK to test different aspects of LSSF before being rolled out nationally as part of UC. The trials are due to begin in September 2014.

3.52 A meeting will take place between the Council and the local DWP Manager to agree an LSSF Local Partnership Agreement. The date of this is to be confirmed.

The Welfare Reform Working Group

3.53 The Welfare Reform Working Group continues to meet quarterly to monitor the impacts of Welfare Reform on the Council and its service user. The next meeting is scheduled for June 2014.

3.54 The member/officer meeting of 11 March 2014 discussed and considered a number of issues that feature in this report. These include:

- Ongoing role for Welfare Reform Team and funding considerations
- Delivering Social Security in Edinburgh and the development of a Strategic Response to Welfare Reform in Edinburgh
- Budgets for Advice Services and ongoing engagement
- Food Bank activity
- Payday Lending alternatives and role for Council

Strategic Response to Welfare Reform in Edinburgh

3.55 It was agreed at the recent Welfare Reform Core Group meeting to develop a strategic response to welfare reform in Edinburgh. The draft response was presented at the member/officer meeting of 11 March 2014. It was agreed that once completed the final response will be presented to the Corporate Policy and Strategy Committee, this is likely to be June or August 2014.

3.56 The draft document outlines that any substantial reduction in the levels of welfare benefits could have potential serious implications for the City of Edinburgh through increased poverty and inequality.

3.57 In practical terms these changes would lead to increased need for benefits advice and advocacy services, money management and debt advice, access to credit, food banks furniture initiatives and increased demand on health, social work, housing employability and homeless services.

3.58 In response to these changes a draft action plan is being developed which details the Council's strategic approach to any negative impacts. The strategic objectives are:

- prevention of hardship and worsening inequality;
- effective response to crisis needs for housing, heat and food;
- effective support for vulnerable individuals and families; and
- partnership action to sustain Edinburgh's social security.

Measures of success

4.1 The success of the programme to mitigate the negative effects of Welfare Reform will continue to be measured through:

- reductions in forecast loss of income; and
- customer satisfaction with advice and advocacy services relating to benefit changes, including increased benefit take up and minimises losses by ensuring people get their full entitlement under the new arrangements

Financial impact

5.1 The increase in numbers of people experiencing hardship has led to increased demand for services across the Council and also partner advice agencies. There is a risk to Council income, particularly in relation to rent arrears, changes to subsidy levels for temporary accommodation and service charges. Known risks include:

- Loss of rental income to the Housing Revenue Account (HRA) arising from Housing Benefit under Occupation reforms and Direct Payment under Universal Credit.
- Scottish Welfare Fund and Discretionary Housing Payment budget will be insufficient to meet demand longer term.
- The spend on Council Tax Reduction Scheme exceeds the available funding.
- Reduced DWP Administration Subsidy due to the abolition of Council Tax Benefit, the phasing out of Housing Benefit and Central Government budget savings.
- Increased demand on advice and advocacy both for the Council and Third Sector advice agencies.

Risk, policy, compliance and governance impact

6.1 The financial risk to the Council as well as the risk to the Council's reputation is being monitored regularly. Actions taken to assess and mitigate these risks and ensure effective governance include:

- bimonthly update to Corporate Policy and Strategy and Finance and Resources Committees;

- annual update to Risk, Governance and Best Value Committee;
- dedicated teams introduced to provide support and assistance;
- quarterly meetings with Elected Members, Council Officers and External Partners; and
- a strategic approach and action plan for delivering Social Security in Edinburgh (A strategic response to Welfare Reform in Edinburgh)

Equalities impact

7.1 The UK Government has prepared Equalities and Human Rights assessments for the welfare reform proposals. The Council will undertake an EHRIA when necessary for any of its proposals.

Sustainability impact

8.1 Welfare Reform is expected to have general implications for environmental and sustainability outcomes, for example in relation to fuel poverty and financial exclusion.

Consultation and engagement

9.1 Council officials continue to engage with the UK and Scottish Governments, directly and through COSLA, with the DWP, the Third Sector, the NHS and other partners. The Council is also engaging with citizens, both in and out of work, who rely on benefit income and tax credits.

The Council continues to participate in a number of groups with the DWP looking at the impacts of Welfare Reform, namely Local Authority Transition Working Group (LATWG), Practitioners Operational Group (POG), as well as COSLA's Welfare Reform Local Authority Representative Group.

Background reading / external references

Recent reports to committee:

Welfare Reform – financial update – Finance and Resources Committee, 20 March 2014

Welfare Reform – update – Corporate Policy and Strategy Committee, 25 February 2014

Welfare Reform – governance – Governance, Risk and Best Value Committee, 30 January 2014

Alastair D Maclean

Director of Corporate Governance

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Links

Coalition pledges	
Council outcomes	
Single Outcome Agreement	**SO2** – Edinburgh's citizens experience improved health and wellbeing, with reduced inequalities in health
Appendices	Appendix 1 – Council and Registered Social Landlord rent arrears profile
	Appendix 2 – The Scottish Welfare Fund spend
	Appendix 3 – Discretionary Housing Payment Spend
	Appendix 4 – Response to the Lothian Anti Bedroom Tax Federation Deputation of 25 March 2014

Appendix 1A

Council and Registered Social Landlords Rent Arrears Profile

(Further Updates to include year end data (£ and %)

Name	Total Number of Properties	Number of Properties Impacted by Under Occupancy (UO)	Number of Properties Under Occupying who have Rent Arrears	Percentage of Properties Under Occupying who have rent arrears
CEC*	19,237	3,292	1,436	44%
RSL 1**	201	23	5	22%
RSL 2**	185	17	4	23.5%
RSL 3**	1170	57	27	47.3%
RSL 4**	4761	359	230	64.07%
RSL 5**	448*	49*	49*	100%*

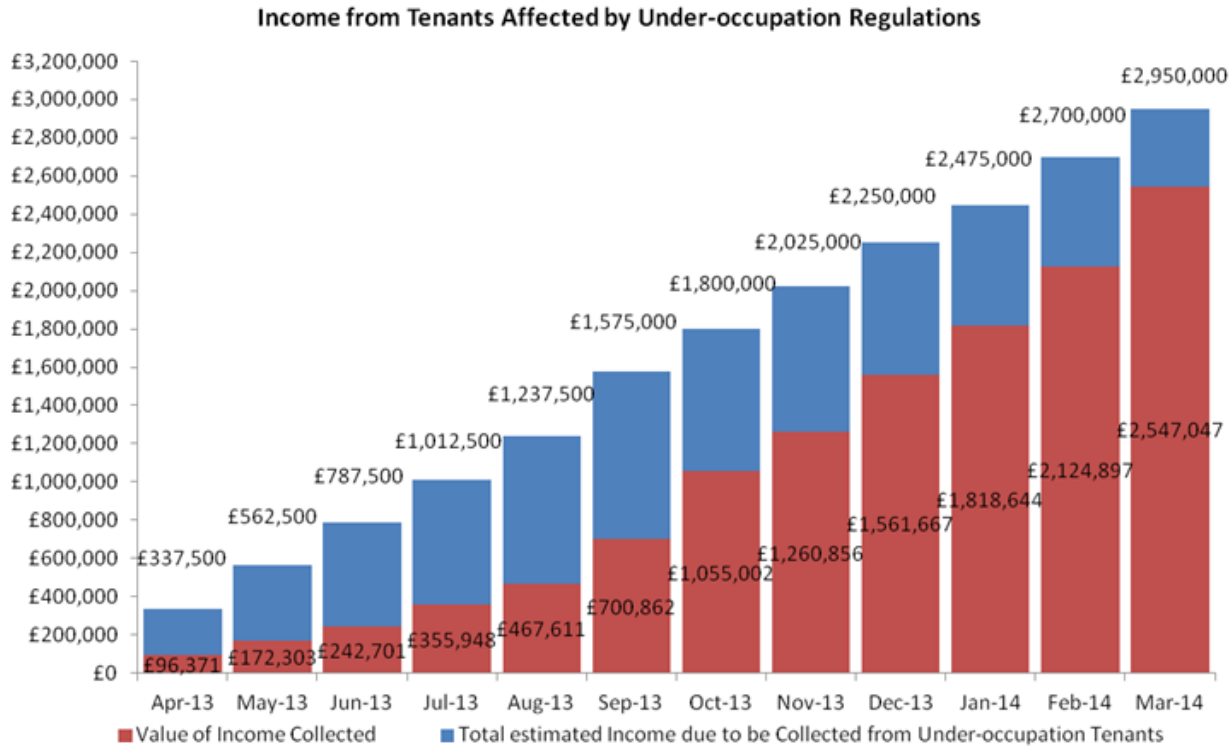
- ***March 2014 data**
- **** January 2014 data**

Appendix 1B

Council Tenants Affected by Under Occupancy

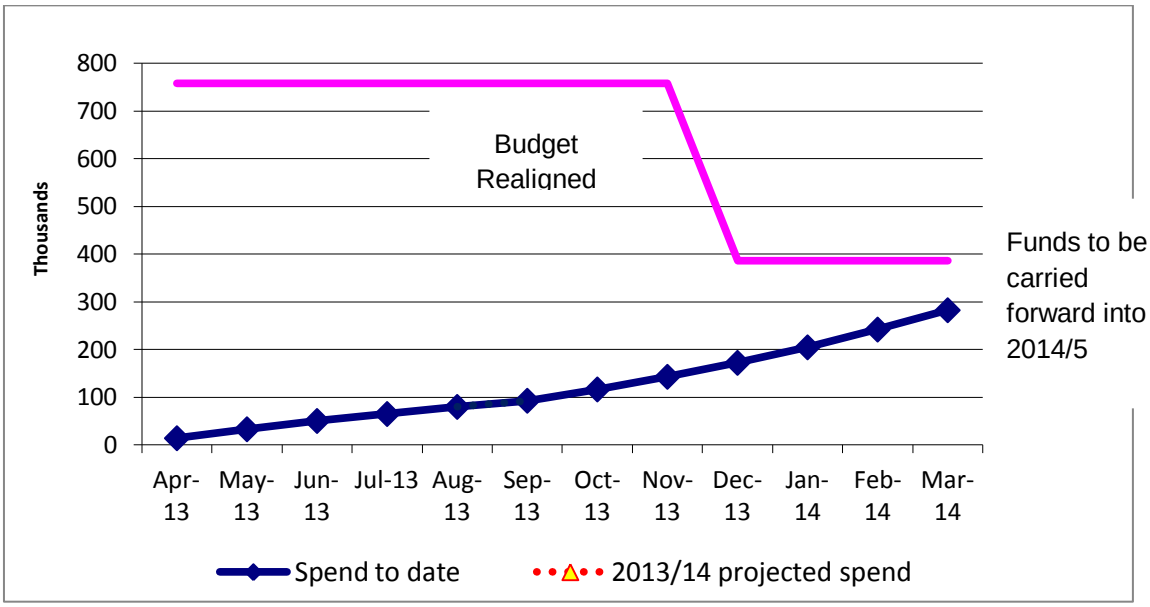
Council staff continue to tackle the issue of rent arrears and are working closely with under occupying tenants who are falling into arrears.

- August 2013 - 76% of tenants affected by under occupancy in rent arrears (£769k income gap)
- November 2013 – 69% of tenants affected by under occupancy in rent arrears (£764k income gap)
- January 2014 - 58% of tenants affected by under occupancy in rent arrears (£656k income gap)
- February 2014 - 54% tenants affected by under occupancy in rent arrears (£575k income gap)
- March 2014 – 44% of tenants affected by under occupancy in rent arrears (£402k income gap)

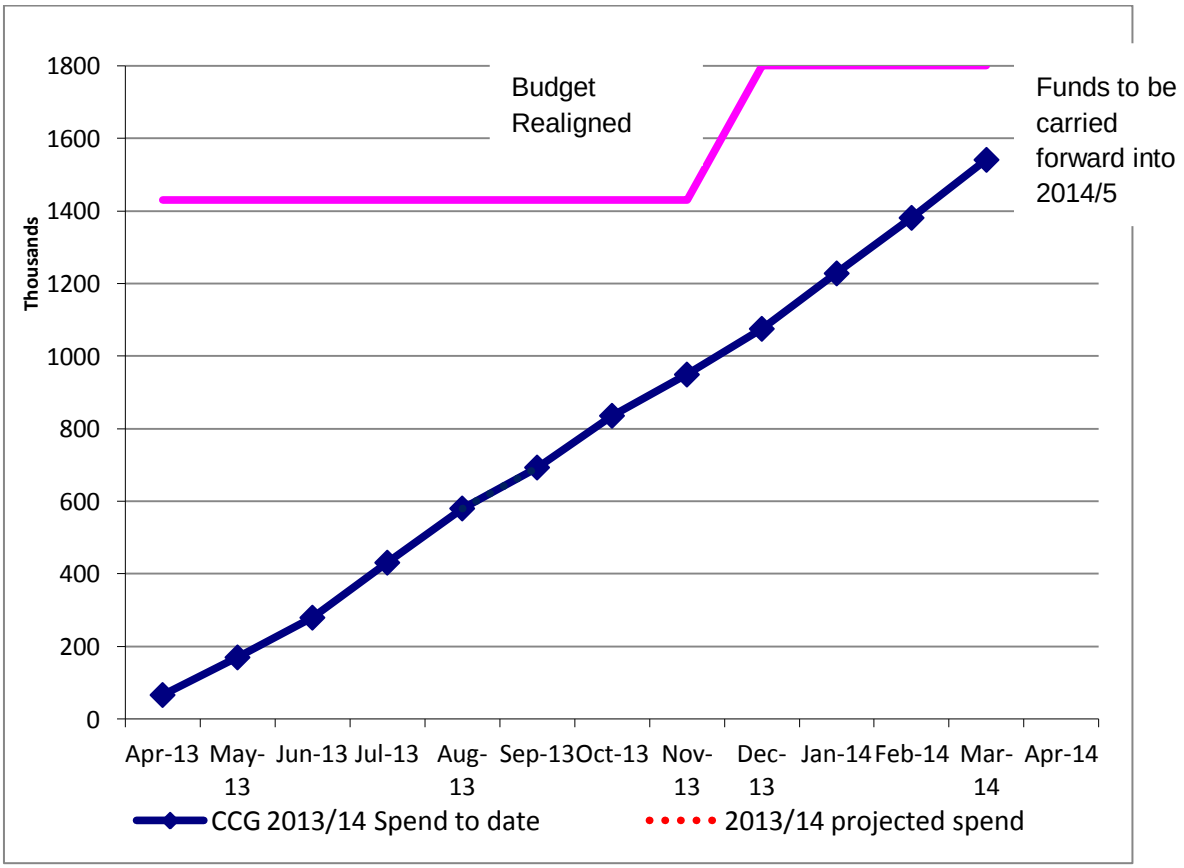


Scottish Welfare Fund (At March 2014)

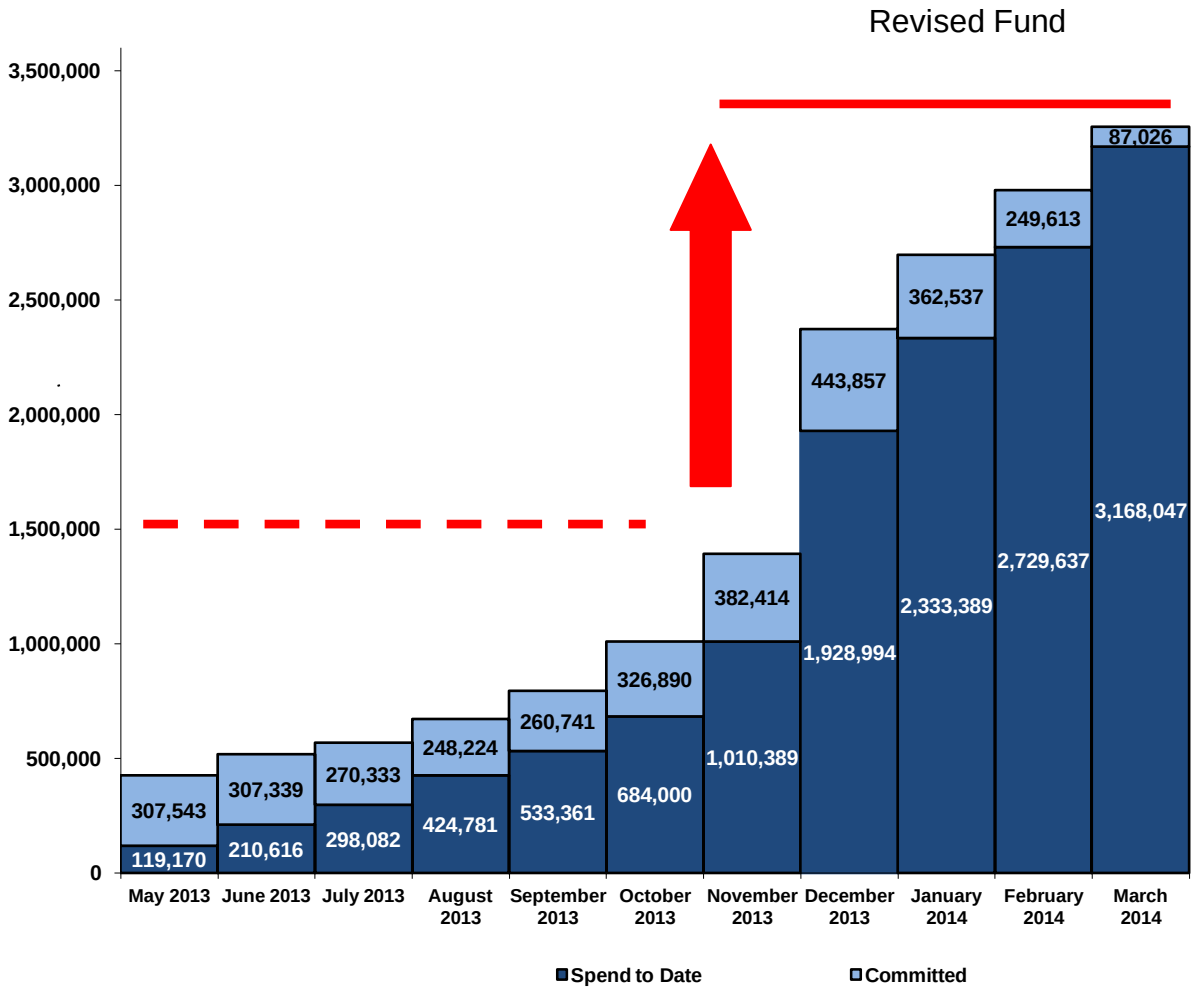
Crisis Grant Allocation 2013/14



Community Care Grant Allocation 2013/14



Discretionary Housing Payment 2013/14



- Policy updated in November 2013 in line with additional funding
- Campaign to promote new guidelines (November 2013)
- Campaign to promote appropriate DHP backdating (Dec/January 2014)
- Ongoing engagement to promote fund and simplify application process

Response to the Lothian Anti Bedroom Tax Federation Deputation

Discretionary Housing Payment for the Bedroom Tax.

Issue 1

In view of the Scottish Government announcement that funds are available to cover the Bedroom Tax liability of all tenants affected in Scotland, we propose that if it transpires that this is to be done via DHP, then CEC proceed to pay full DHP to all tenants affected, without the need for an application.

We further propose that the same procedure be followed with regard to backdating of DHP to 01.04.13

CEC Response

The Discretionary Financial Assistance Regulations 2001 require that there must be a claim for a Discretionary Housing Payment (DHP) before the Local Authority can consider making an award, however it does not necessarily mean that there has to be a written claim form, therefore from 01 April 2014 CEC will be telephoning prospective claimants where possible to seek their permission to apply a DHP to their claim if they fall under Section 4 of the DHP Policy.

For 2014/15 all claims will be automatically backdated to 01 April 2014 regardless of when they are received in the department.

The fund for 2013/14 has closed as of 31 March 2014, therefore any further awards for 2013/14 will impact on the funding available for 2014/15. Any applications for backdated DHP from 2013/14 will no longer be considered if the application was received after 01 April 2014.

Issue 2

We have received a disturbing report from one of our members who works in a CAB that in the cases of some CEC tenants who have been awarded DHP backdated, but who have already paid some of the bedroom tax element of their rent, this DHP money is not being paid to the tenant but is being kept by CEC to go to their Council Tax arrears

We hope that this turns out to be a misunderstanding of some sort, but we would ask the CEC for an assurance that CEC staff will be instructed that DHP money due to be paid to the tenant must be paid to that individual, and not withheld

We would also ask that CEC issue guidance to Housing Associations on the same lines.

CEC Response

For those tenants with a credit on their rent account (for any reason not just due to an award of DHP) the housing officers will discuss all their options with them prior to refunding the credit. Tenants willing to keep their accounts in credit and many do, or wanting to pay CTAX and former arrears can opt to do this. However CEC will never refuse to refund any monies due or transfer credits without the tenants consent.

If you do identify any cases where the above procedure has not been followed please email moira.coupa@edinburgh.gov.uk who will investigate further and if it is found that an error has occurred and the tenants' credit has not been refunded this will then be arranged.

The Housing Associations have been advised of CEC approach to any refunds due though each HA has their own policy regarding the refunding of any rent accounts that are in credit.

Corporate Policy and Strategy Committee

10.00am, Tuesday 13 May 2014

Operational Governance: Anti Money-Laundering Policy

Item number	7.3
Report number	
Executive/routine	
Wards	

Executive summary

This Report asks the Committee to approve the Council's Anti-Money Laundering Policy to prevent money-laundering within all the Council's dealings. The Anti Money-Laundering Policy complements the existing suite of regulatory policies and procedures designed to reduce the Council's risk exposure.

Report

Operational Governance: Anti Money-Laundering Policy

Recommendations

1.1 It is recommended that Committee approve the Anti Money-Laundering Policy.

Background

2.1 Money-laundering is an area of concern highlighted by Internal Audit and it was agreed that the Council should therefore develop its own anti money-laundering policy. The policy has been written with input from both Internal Audit and the trade unions.

Main report

3.1 The aim of this policy is to uphold the highest standard of conduct and ethics in all areas of the Council's work. As a large, multi-service provider employing many staff, the Council is aware that opportunities exist for money-laundering activities to take place. These activities can take many forms and may be large- or small-scale.

3.2 The policy forms a part of a regulatory suite of policies and procedures designed to reduce the Council's exposure to risk. Other complementary policies and procedures include the Council's:

- Anti-Bribery Policy and Procedure;
- Whistleblowing Policy;
- Disciplinary Code;
- Employee Code of Conduct; and
- Fraud Prevention Policy.

3.3 The policy is a local collective agreement between the Council and the recognised Trade Unions. This document will be reviewed regularly and adjusted by agreement to meet changing future needs.

3.4 The Council is committed to preventing money-laundering in all its dealings and relationships and to making sure we comply with the relevant legislation. The Council expects staff, suppliers and contractors to lead by example in combating money-laundering. Where money-laundering is suspected, reported or detected, it will be dealt with seriously.

3.5 It is the responsibility of managers to ensure that staff are given a copy of this policy and that they understand their responsibilities under it. In supporting these aims, mandatory training on the policy's contents is being developed and will be used, alongside appropriate coverage within staff induction procedures, to ensure that the principles outlined are implemented and embedded across all relevant areas. Further, customised training will be provided in those areas assessed to be at greater risk.

3.6 The Council's Director of Corporate Governance has overall responsibility for ensuring adherence to this policy and is the Council's Money-Laundering Reporting Officer ('MLRO'). In addition to the MLRO, those with responsibilities under this policy are:

- Head of Finance, who will assist the MLRO;
- Principal Treasury and Banking Manager - policy and procedures;
- Income Manager - implementation of anti money-laundering procedures;
- Income Manager – compliance; and
- Principal Treasury and Banking Manager - anti money- laundering treasury management practices.

Measures of success

4.1 Increased awareness of issues relating to money-laundering and having robust measures in place to stop it occurring in the Council.

Financial impact

5.1 The policy aims to reduce financial risk to the Council.

Risk, policy, compliance and governance impact

6.1 This policy aims to reduce risk within the Council.

Equalities impact

7.1 There are no adverse equality impacts arising from this report.

Sustainability impact

8.1 There are no adverse sustainability impacts arising from this report.

Consultation and engagement

9.1 Trade Unions and Human Resources have been consulted and appropriate revisions incorporated in light of this feedback.

Background reading / external references

Alastair D Maclean

Director of Corporate Governance

Contact: Innes Edwards, Principal Treasury and Banking Manager

E-mail: innes.edwards@edinburgh.gov.uk | Tel: 0131 469 6291

Links

Coalition pledges	P30 - Continue to Maintain a sound financial position including long-term financial planning
Council outcomes	C025 - The Council has efficient and effective services that deliver on objectives
Single Outcome Agreement	SO1 - Edinburgh's Economy Delivers increased investment, jobs and opportunities for all
Appendices	Appendix 1 – Anti Money-Laundering Policy

ANTI MONEY-LAUNDERING POLICY

(covering all employees)

CONTENTS

1 INTRODUCTION
2 SCOPE
3 DEFINITIONS
4 PREVENTING MONEY-LAUNDERING
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9 MALICIOUS OR VEXATIOUS COMPLAINTS
10 CONFIDENTIALITY
11 LOCAL AGREEMENT

Appendix 1 Duties and Responsibilities
Appendix 2 Customer Due Diligence and Record-Keeping

1 INTRODUCTION

1.1 The aim of this policy is to uphold the highest standard of conduct and ethics in all areas of the Council's work. As a large, multi-service provider employing many staff, the Council is aware that opportunities exist for money-laundering activities to take place. These activities can take many forms and may be large- or small-scale.

1.2 The Council is committed to preventing money-laundering in all its dealings and relationships and to making sure we comply with the relevant legislation. The Council expects staff, suppliers and contractors to lead by example in combating money-laundering. Where money-laundering is suspected, reported or detected, it will be dealt with seriously.

2 SCOPE

2.1 This policy covers all Council activities and applies to all employees and workers. It also applies to anyone contracted to provide services to the Council, anyone undergoing training or work experience in the Council and to agency workers.

2.2 This policy is intended to complement the Council's Policy on Fraud Prevention and other regulatory policies.

3 DEFINITIONS

3.1 Money-laundering is defined as the process of taking the proceeds of criminal activity or terrorist funds and making them appear legal. The relevant legislation is contained in the Proceeds of Crime Act 2002, the Terrorism Act 2000 and the Money-Laundering Regulations 2007.

3.2 The following are acts of money-laundering:

- concealing, disguising, converting, transferring or removing criminal property from the UK;
- becoming involved in an arrangement in which you know, suspect or help to obtain, keep, use or control criminal property by or on behalf of another person; and
- obtaining, using or possessing criminal property.

3.3 Although the term 'money-laundering' is generally used when describing the activities of organised crime, for most people who come across it or are affected by it, it will involve a suspicion that someone you know, or know of, is benefiting financially from dishonest activities. Money-laundering may therefore be occurring in situations such as:

- dealing with customers you would not normally expect to deal with in the part of the Council you work;
- where a contract, payment or activity is just below a legal or regulatory threshold that would make it subject to more scrutiny;
- where a contract, payment or activity is not part of the usual range of services normally requested from you and your colleagues; and

- the size or pattern of the contract, payment or activity is not what you would normally experience in your work area.

3.4 Any of the activities could:

- be illegal;
- be in breach of the Council's policies or procedures;
- fall below established standards or practices; and/or
- amount to misconduct or gross misconduct.

This is not an exhaustive list.

3.5 The Council's Director of Corporate Governance has overall responsibility for this Policy and is the Council's Money-Laundering Reporting Officer ('MLRO'). This role includes carrying out regular reviews of the Council's operational experience under this policy to make sure that all Council activities and any organisational changes still comply with best practice or changes in legal requirements.

3.6 The Council's Head of Finance will also have a role to assist the MLRO as required and make sure that the integrity of any proceedings under this policy, including deciding on the procedure to be followed in cases of doubt, is maintained.

4 PREVENTING MONEY-LAUNDERING

4.1 The Council is committed to working and co-operating with other organisations to prevent money-laundering. Wherever possible, subject to data protection obligations, the Council will help, and exchange information with, other councils and public bodies to deal with money-laundering. Where the Council suspects that money-laundering has occurred, it will consult directly with those external agencies as appropriate.

4.2 The Council will do all it can to prevent, wherever possible, the Council and its staff being exposed to money-laundering, to identify potential areas where it may occur and to comply with all legal and regulatory requirements, especially with regard to the reporting of actual or suspected cases.

4.3 The Council will target more resources and training to the areas where there is perceived to be a greater risk of money-laundering by:

- establishing internal procedures to help forestall and prevent money-laundering;
- making sure that staff who are most likely to encounter money-laundering are aware of the legal requirements and obligations placed on the Council, and on them as individuals;
- giving training to those staff most likely to encounter money-laundering;
- making arrangements which support and encourage staff to raise any concerns or suspicions they have about money-laundering; and
- making internal enquiries and, where necessary, making reports to the National Crime Agency (NCA).

5 RESPONSIBILITIES

Employees and Workers

5.1 The prevention, detection and reporting of money-laundering and other forms of corruption are the responsibility of all employees working for the Council. You are expected to be aware of the possibility that money-laundering may exist in the workplace and to share any concerns with your manager.

5.2 You should make sure that you are aware of your personal responsibilities in relation to Money-laundering by reading and understanding this policy. In addition, you must adhere to the standards of personal conduct and behaviour outlined in both the Council's Code of Conduct for Employees and the Disciplinary Code.

You must:

- comply with this policy;
- avoid any activity that breaches this policy or could be seen as a breach of this policy;
- raise any concerns as soon as possible if you believe or suspect that a breach of this policy has occurred or may occur in the future; and
- not accept any payment to the Council in cash if it exceeds £10,000, without obtaining approval from the MLRO. Cash is defined as including notes, coins or travellers' cheques in any currency.

5.3 If you know or suspect that money-laundering is, or has been, going on you must tell your manager, another senior manager or the MLRO as soon as practicable. If you have any doubt or suspicion about an activity you should speak to your line manager to get advice.

5.4 Failure to comply with this policy may lead to disciplinary action being taken out against you. Any disciplinary action will be dealt with in accordance with the Council's Disciplinary Policy and Procedure.

Managers

5.5 As a manager within the Council you are responsible for making sure that your staff are given a copy of this policy and that they understand their responsibilities under it. You should make the policy available to your staff to refer to as and when appropriate.

5.6 If you manage staff who work in any of the areas identified as being at greater risk of money-laundering activity taking place (see paragraph 4.3), you must make sure that awareness training is given to those staff who are most likely to be exposed to money-laundering.

5.7 If you receive a report or suspicion of money-laundering you must report the matter to the MLRO without delay.

5.8 Where a member of staff raises a concern about money-laundering, you are required to take appropriate action to make sure that they are protected from any form of victimisation, bullying or harassment.

5.9 Victimisation, bullying or harassment of anyone raising a concern under this policy must be treated as a serious disciplinary offence. It will also be regarded as a serious disciplinary offence to attempt to deter someone from making a disclosure regarding money-laundering.

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6 REPORTING MONEY-LAUNDERING

6.1 All staff have an important and valuable role to play in preventing and tackling money-laundering in the workplace. You are responsible for making sure that you follow the instructions given to you by managers, particularly in relation to the safekeeping of the assets of the Council.

6.2 You should raise any concerns that you may have, without fear of blame. Such concerns will be treated confidentially and will be properly investigated. If you feel unable to speak to your manager, you must refer the matter to another senior manager or the MLRO.

6.3 You are encouraged to identify yourself when you raise a concern under this Policy as anonymous reports are very difficult for the Council to deal with the effectively. If you do not wish your name to be made public, the Council will do its best to keep your identity confidential when you raise a concern. However, it may be necessary during the investigation process to make the source of complaint public and you may need to provide a statement to those investigating the issue.

6.4 If you suspect a case of money-laundering it is important that you:

- do not tell the customer about your suspicions; and
- report your suspicions immediately to your manager, another senior manager or the MLRO and keep all records relating to the transaction(s).

6.5 You should report your suspicion within “hours” of the information coming to your attention, not weeks or months later. Any delay may result in prosecution and penalties for offences under money-laundering legislation include unlimited fines and up to 14 years in prison.

6.6 Disclosure should be made to your manager, another senior manager or the MLRO face to face, by phone or in writing providing as much information as you can, for example:

- why you are suspicious;
- whether the activity you are concerned about has already happened, is in progress or is about to happen;
- where it took place;
- how it was carried out; and
- the (likely) amount of money/assets involved.

6.7 The action taken by the Council will depend on the nature of the concern. The matters raised will be investigated internally and then, if necessary,

- referred to an internal auditor, or
- reported to the National Crime Agency (NCA) or other relevant police service.

6.8 Once you have reported your concern you must follow any directions the MLRO or your manager gives you. You must not make any further enquiries into the matter yourself. The MLRO will refer the matter on to the NCA who will investigate if appropriate.

6.9 Anonymous reports regarding money-laundering will be considered under this policy if it is possible to do so taking into account the seriousness and credibility of the issues raised and the likelihood of confirming the allegations from reliable sources.

7. CUSTOMER DUE DILIGENCE AND RECORD-KEEPING

7.1 If you doubt the reliability or adequacy of information you have about a client or customer to confirm their identity, customer due diligence measures must be applied. The Customer Due Diligence Procedure is set out in Appendix 2 to this policy and must be followed before any contract, payment or activity is carried out with the client or customer.

7.2 Customer Due Diligence means:

- knowing who the client or customer is and confirming their identity is valid by obtaining documents or other information about them from sources which are independent and reliable;
- identifying the individual(s) who is/are the ultimate owner or controller of an external party so that you understand the structure of the organisation and confirming their identities as above; and
- obtaining information on the purpose and intended nature of the business relationship.

7.3 The customer due diligence procedure must be carried out immediately for new customers before you enter a business relationship with them on behalf of the Council. It should be applied on a risk-sensitive basis to existing clients or customers.

7.4 Ongoing monitoring of the business relationship is required in accordance with the Customer Due Diligence procedure in Appendix 2.

7.5 Records of a client's identity, the evidence used to confirm their identity, the Council's business relationship with them and details of any transactions must be maintained for at least five years from the end of the transaction/relationship. The records must be capable of providing an audit trail during any subsequent investigation.

8. REPORTING

8.1 The Council accepts that staff who report money-laundering need to be assured that the matter has been properly addressed and, subject to legal and legislative constraints, will endeavour to provide them with information about the outcomes of any investigation.

8.2 An annual report on the numbers and types of cases and external referrals will be provided by the MLRO to the Governance, Risk and Best Value Committee.

9 MALICIOUS OR VEXATIOUS COMPLAINTS

9.1 If you raise a concern about money-laundering in good faith which is not confirmed by an investigation, no action will be taken against you if you raised it in good faith because you believed it to be true.

9.2 The Council will also protect those who are the subject of a vexatious or malicious complaint which is unfounded to make sure that any negative impact on them is reduced as far as possible.

9.3 The Council will make sure that this policy is not misused. In the unlikely event that a concern or suspicion is reported which is later found to be deliberately vexatious or malicious, this will be dealt with as a disciplinary matter.

10. CONFIDENTIALITY

This Policy will enable you to raise any concerns you have that money-laundering is, or has already, taken place. However, such matters should not be made public through the media and/or social media, either during or after an investigation, regardless of whether it is carried out internally or externally. Disclosure to the media in these circumstances may lead to disciplinary action against you.

11 LOCAL AGREEMENT

This document is a local collective agreement between the Council and the recognised Trade Unions. Every effort will be made by both parties to make sure that this document will be reviewed regularly and adjusted by agreement to meet changing future needs. In the event of failure to reach agreement, both parties reserve the right to end this local agreement by giving four months' notice in writing. In such circumstances, the terms of the local agreement will cease to apply to existing and future employees.

APPENDIX 1

DUTIES AND RESPONSIBILITIES

MONEY-LAUNDERING REPORTING OFFICER (MLRO)

1. The MLRO is responsible for the Council's compliance with the Financial Services Authority's rules on systems and controls against money-laundering.

2. Upon receipt of a disclosure, the MLRO must note the date of receipt and advise the employee of the timescale within which he/she expects to respond.

3. The MLRO will consider all available relevant information and undertake other reasonable inquiries in order to make sure that all available information is taken into account in deciding whether a report to the National Crime Agency (NCA) is required. S/he must make a decision as soon as possible whether:

    - there is actual or suspected money-laundering taking place; and/or
    - there are reasonable grounds to know or suspect that this is the case.

4. Where the MLRO concludes that there are **no** reasonable grounds to suspect money-laundering then he/she shall give his/her consent, in writing, for any ongoing or imminent transaction(s) to proceed.

5. The MLRO must make an external report to NCA as soon as it is practicable after his/her evaluation. Suspicious Activity Reports (SARs) are submitted electronically to NCA who will then carry out the necessary internal inquiries and contact the appropriate law enforcement agency.

6. All disclosures reported to the MLRO and reports made by him/her to NCA must be retained by the MLRO in a confidential file kept for that purpose, for a minimum of five years.

SENIOR OFFICERS

7. In addition to the MLRO, those with responsibilities under this Policy are:

    - Head of Finance who will assist the MLRO;
    - Principal Treasury and Banking Manager – policy and procedures;
    - Income Manager - implementation of anti money-laundering procedures;
    - Income Manager - Compliance; and
    - Principal Treasury and Banking Manager - anti money-laundering treasury management practices.

    All senior officers will be responsible for acting on any concerns that are raised with them and reporting these to the MLRO.

AUDIT

8. The Council's financial and non-financial systems are independently monitored by Internal Audit. Senior managers are responsible for continuously improving the systems both through their own self-assessments and by positive and prompt responses to audit recommendations, where weaknesses have been identified.

CORPORATE MANAGEMENT TEAM

9. The Corporate Management Team will take an overview of the anti money-laundering policy and will make sure that it is well publicised and its implementation monitored.

GOVERNANCE, RISK AND BEST VALUE COMMITTEE

10. The Governance, Risk and Vest Value Committee has a responsibility to scrutinise the application of this policy within the Council.

APPENDIX 2

CUSTOMER DUE DILIGENCE AND RECORD-KEEPING

1. Customer Due Diligence means:

    - knowing who the client or customer is and confirming their identity is valid by obtaining documents or other information about them from sources which are independent and reliable;
    - identifying the individual(s) who is/are the ultimate owner or controller of an external party so that you understand the structure of the organisation and confirming their identities as above; and
    - obtaining information on the purpose and intended nature of the business relationship.

2. The requirement for customer due diligence applies immediately for new customers before entering a business relationship and should be applied on a risk-sensitive basis for existing customers.

3. Ongoing monitoring of the business relationship is required. This includes looking at activity during the period of the business relationship, including enquiring into the source of any funds to make sure that the activity is as you would expect it to be.

4. Updating customer information should be considered at appropriate times according to the Council's knowledge of the client/customer and any changes that might occur in the customer's circumstances or the nature of services provided. Customer information could also be updated whenever there is a change of control or ownership of the client/customer, when there is a material change in the level, type or conduct of business or where any concern or suspicion has arisen.

5. Records must be maintained for at least five years from the end of the transaction/relationship. This is so that they may be used as evidence in any subsequent investigation by the authorities into money-laundering.

6. The precise nature of the records is not prescribed by law. However they must be capable of providing an audit trail during any subsequent investigation. Guidelines suggest that records of the client's identity, the evidence obtained to confirm the client's identity, the Council's business relationship with them and details of any transactions should all be recorded and kept.

Corporate Policy and Strategy Committee

10.00am, Tuesday, 13 May 2014

McCrae's Battalion Trust – Commemorative Service at Contalmaison Cairn – 1 July 2014

Item number	7.4
Report number	
Executive/routine	
Wards	City wide

Executive summary

The Council supported the Hearts Great War Memorial Committee by providing a £5,000 grant towards the cost of a cairn at Contalmaison to commemorate the 15th and 16th Battalions of the Royal Scots at the Battle of the Somme. The Council was also represented at the unveiling ceremony in 2004.

The Council has since been represented at each of the annual commemorative ceremonies and has received an invitation to be represented at this year's ceremony.

As the Lord Provost is unable to attend, approval is sought for Councillor Cardownie to attend.

Links

Coalition pledges	
Council outcomes	
Single Outcome Agreement	

Report

McCrae's Battalion Trust – Commemorative Service at Contalmaison Cairn – 1 July 2014

Recommendations

To approve the attendance of Councillor Cardownie at the Commemorative Service at Contalmaison on 1 July 2014.

Measures of success

There are no immediate measures of success applicable to this report.

Financial impact

Travel and accommodation is approximately £600 which can be met from the Corporate Governance budget.

Risk, policy, compliance and governance impact

This recommendation is unlikely to impact on Risk, Policy, Compliance and Governance matters.

Equalities impact

There are no equalities impacts arising from this visit.

Sustainability impact

Travel arrangements in accordance with the Council's Sustainable Travel Plan.

Consultation and engagement

There are no consultation or engagement requirements.

Background reading/external references

Report to Corporate Policy and Strategy Committee, 11 June 2013 - McCrae's Battalion Trust – Commemorative Service at Contalmaison Cairn – 1 July 2013

Alastair Maclean

Director of Corporate Governance

Gary Turner, Policy Officer

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Links

Coalition pledges

Council outcomes

Single Outcome Agreement

Appendices

Corporate Policy and Strategy Committee

10:00am, Tuesday, 13 May 2014

Munich Civic Invitation

Item number	7.5
Report number	
Executive/routine	
Wards	All

Executive summary

This report considers the invitation extended by the Mayor of Munich to the Lord Provost requesting civic representation at a reception and programme of events taking place in Munich from 29 June to 1 July 2014 in recognition of the 60th year of the twinning between Edinburgh and Munich.

As reported to the Economy Committee on 19 November 2013 and 6 March 2014, Munich has been identified as a city for priority international activities during 2014, with a number of project proposals being considered through the Partner Cities Anniversary Working Group. As the Lord Provost has another diary commitment, it is proposed that the Deputy Lord Provost accept the invitation, and use the visit to strengthen relations between the two cities.

Links

Coalition pledges	P30 and P31
Council outcomes	CO25 and CO26
Single Outcome Agreement	SO1

Report

Munich Civic Invitation

Recommendations

1.1 To accept the invitation from Munich, which is for the Lord Provost plus a guest. It is recommended that the Deputy Lord Provost attend the Munich City Council Sister City reception and associated programme from 29 June to 2 July 2014 to boost civic and economic ties.

1.2 Due to the need to confirm urgent travel plans, the Director of Economic Development and the Council Leader approved the visit under the urgency provisions set out in paragraph 3 of the Committee Terms of Reference. The Committee is asked to note the action taken.

Background

2.1 Edinburgh and Munich City Councils have a long legacy of partnership working, having enjoyed a twin city relationship since 1954. It is Edinburgh's oldest formal link and over the years the partnership has supported a wide range of school exchanges, teacher development programmes, sports and university youth exchanges, artist residencies, parks development projects, choirs and churches and the sharing of good practice in many areas. Both Councils have active lifelong learning policies and recognise the importance of collaboration with counterparts in like minded European cities to stimulate innovation and support the acquisition of new skills, expertise, knowledge and professional development for professional staff.

2.2 As reported to the Economy Committee on 19 November 2013 and 6 March 2014, Munich has been identified as a city for focus for Edinburgh in 2014, with a number of project proposals now underway to build and strengthen city relations which have been developed through the City of Edinburgh Partner Cities Anniversary Working Group.

2.3 Munich is also a priority target market for The City of Edinburgh Council's Investment Promotion Strategy. Like Edinburgh, Munich ranks highly as a destination for Foreign Direct Investment and tourism. It is Germany's top insurance location and 2nd largest banking hub, leading business start up location, and the high-tech capital of Germany.

2.4 Munich is considered a global city (listed 8th of 500 cities by Fortune Magazine's Global 500 ranking) and is the home of key corporate headquarters including

Allianz, BMW and Siemens. Munich has the strongest economy of any German city and is one of the centres of the German new economy for biotechnology and software.

Main report

3.1 The Mayor of Munich has invited the Lord Provost and a guest to attend a Sister City reception and associated programme of events taking place in Munich from 29 June to 1 July 2014 in recognition of the 60th year of the twinning between Edinburgh and Munich.

3.2 The civic invitation extended to Edinburgh marks the beginning of a programme to formally recognise Munich's anniversaries with sister cities in 2014: Edinburgh, Bordeaux, Kiev and Cincinnati. The three day programme offers the opportunity to engage in collective and bilateral talks with City of Munich representatives, and will provide a platform to promote Edinburgh's strengths as a cultural and economic partner.

3.3 Twin city relations between Edinburgh and Munich have been strong for 60 years and boast successes in a number of projects, collaborations and knowledge-sharing experience.

3.4 Relations have been strengthened by a number of reciprocal civic visits and officer exchanges during 2013 and 2014. Munich's Department of Labour and Economic Development has hosted a total of six City of Edinburgh Council work placements funded by the EU Leonardo project, in areas such as employability and skills, sustainable economy, urban development, investor support and European affairs. This has been reciprocated under the same EU funding programme.

3.5 There are opportunities to work with Munich on future EU funded projects, such as within the European Commission's Smart Cities programme, which promotes technology and environmental sustainability.

3.6 Edinburgh has also identified Munich as a priority target market for inward investment from the German speaking world and for several years has been profiling the city's investment opportunities at ExpoReal in Munich and through a German investment newsletter. German investment into Edinburgh has increased, and the visit will be used to further build Edinburgh's profile as an investment location and economic partner.

3.7 Between January 2003 and February 2014 a total of 408 Foreign Direct Investment projects were recorded from Munich into Western Europe. These projects created 45,000 jobs. The External Relations and Investor Support teams have nurtured links with Bayern Innovativ, the Bavarian Parliament's External Relations Committee, and Invest Bayern. There are particularly strong links between the two cities' investment teams.

3.8 There has been considerable engagement with Munich's sustainability agenda, including the sharing of experience with Munich's city-owned energy and waste company and high profile participation in the Scottish Low Carbon Investment Conference in recent years.

3.9 The City of Edinburgh Partner City Anniversary programme and civic representation in Munich will offer a number of outlets for positive and business focused media and press campaigns which can be managed to both Munich's and Edinburgh's advantage.

3.10 The commitment to continue collaborating and working together has the support of the German Consul General in Edinburgh, as well as the British Consul General in Munich, both of whom have responsibility for trade and investment, as well as international co-operation.

3.11 Areas of particular expertise and interest for Edinburgh in terms of professional learning opportunities include Munich's leading economic development good practice in: employment programmes, technology and knowledge transfer initiatives, sectoral support for creative industries and life sciences, green markets and energy initiatives, foreign direct investment and in the management of holding companies and ESCOs e.g. the City's municipal utility company, Stadtwerke München, with which Edinburgh has very good relations.

Measures of success

4.1 Raise the city's international profile

4.2 Promote Edinburgh's expertise

4.3 Learn from European good practice

4.4 Strengthen links with European cities

Financial impact

5.1 The cost of air travel is approximately £260 per return flight. Travel options have been considered and the recommendation is air travel due to time commitments. The City of Munich will cover the costs of the accommodation for the Edinburgh delegation. Costs for the Deputy Lord Provost's air travel will be met from the External Relations budget 2014/15.

Risk, policy, compliance and governance impact

6.1 There are no specific risks arising from this report.

Equalities impact

7.1 There are no equalities impacts arising from this report.

Sustainability impact

8.1 Travel arrangements have been made in accordance with the Council's Sustainable Travel Plan. While there are adverse impacts on air quality associated with air travel, flights have been selected due to travel time available.

Consultation and engagement

9.1 External Relations have ongoing interaction with a wide range of key players in Munich as a twin city to Edinburgh and work closely with the city on a number of existing projects, through the Eurocities network and the new projects identified through the Partner City Programme for 2014/15.

Background reading/external references

- Papers held by the External Relations Unit.

Greg Ward

Director of Economic Development

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Links

Coalition pledges	P30 and P31
Council outcomes	CO7, CO25 and CO26
Single Outcome Agreement	SO1
Appendices	None

Corporate Policy and Strategy

10am, Tuesday, 13 May 2014

Public Bodies (Joint Working) (Scotland) Act: Update

Item number	7.6
Report number	
Executive/routine	
Wards	All

Executive summary

This report provides an update on the progress of the Public Bodies (Joint Working) (Scotland) Bill since the report to the Corporate Policy and Strategy Committee on 6 August 2013.

The Bill was passed on 25 February 2014 and became an Act when it received Royal Assent on 1 April 2014. Over the course of spring and summer 2014 the Scottish Government will draft and consult on detailed regulations and guidance that will underpin the Act.

The Act requires that a Draft Integration Scheme be produced by parent bodies (the Council and NHS Lothian) to establish the Integration Authority. The Scheme must be consulted upon widely. Following the consultation it can be submitted to Scottish Ministers and, on approval, will formally establish the new Integration Authority.

The work required to produce the Integration Scheme and establish the Integrated Authority has been scoped by Council staff and work is progressing apace. The soonest an Integration Authority can be established is April 2015 and all Integration Authorities must be in place to meet legislative requirements by April 2016.

NHS Lothian has requested that Draft Integration Schemes be prepared by early December. It is anticipated that it will be submitted to full Council during December 2014 for approval. These timescales are dependent on the release of Scottish Government regulations and guidance.

Links

Coalition pledges	P12 and P43
Council outcomes	CO10, CO11, CO12, CO13, CO14, CO15
Single Outcome Agreement	SO2

Report

Public Bodies (Joint Working) (Scotland) Act: Update

Recommendations

1.1 Note the Bill has progressed through the parliamentary process and, following amendments, was passed on 25 February 2014. It was granted Royal Assent on 1 April 2014.

1.2 Agree that the preferred option for the creation of the Integration Authority is option a. the Integration Joint Board.

1.3 Note that work is in hand to progress the establishment of the Edinburgh Integration Authority and is reported formally through the Corporate Programmes Office Major Projects arrangements.

1.4 Note that the Draft Integration Scheme will be submitted to full Council for approval prior to consultation and submission to Scottish Ministers.

Background

2.1 The Corporate Policy and Strategy Committee was provided with an executive summary of the Public Bodies (Joint Working) (Scotland) Bill on 6 August 2013.

2.2 This report updates the Corporate Policy and Strategy Committee on the progress of the Bill through the parliamentary process, likely timelines, and the programme of work being undertaken.

Main report

Public Bodies Act – Progression through Parliamentary Process

3.1 The Bill was passed on 25 February 2014. The majority of the Bill is as expected but with a number of amendments made at Stage 2 and 3 of its passage through the parliamentary process.

3.2 It was granted Royal Assent on 1 April 2014. The Act now puts in place the framework for integrating health and social care in Scotland and has cross party political support in the Scottish Parliament. Appendix 1 provides an outline of the Act.

3.3 Over the course of the Spring and Summer 2014 the Scottish Government will draft and consult on detailed legislation ("secondary legislation" which may be in the form of either Regulations or an Order) that will underpin the Act, and the broader statutory guidance that will further support integrated service provision.

3.4 One element of the detailed legislation will, for example, specify which NHS functions/services will be included in the Integrated Authority. All adult health and social care services are already specified.

3.5 It is anticipated that the Regulations will be complete by late 2004. Latest guidance indicates that Integration Authorities can 'go live' from 1 April 2015 and require that all integration arrangements are to be in place for 1 April 2016.

3.6 The main proposal is the requirement to create an Integration Authority for the ***governance, planning and resourcing*** of adult health and social care for Edinburgh. The Act offers two main options for creation of the new Authority:

a. The 'body corporate' model - The health board and local authority choose to deliver integrated services through delegation to ***an Integration Joint Board*** established as a body corporate. This will require the appointment of a Chief Officer as the jointly accountable officer.
b. The delegated authority model which has three permutations and will be accountable through the 'lead' agency Chief Executive.
    i. the health board and local authority choose to deliver services through delegation to the health board in a delegation between partners arrangement and establish a ***Joint Monitoring Committee***;
    ii. the health board and local authority choose to deliver integrated services through delegation to the local authority in a delegation between partners arrangement and establish a Joint Monitoring Committee; or
    iii. the health board and local authority choose to deliver integrated services through delegation to the health board and the local authority in a delegation between partners arrangement and establish a Joint Monitoring Committee.

3.7 The advantages of option a. are:

- The Integration Joint Board will have half its members from the NHS and half from the Council and will therefore be a 50/50 partnership;
- Governance, planning and resourcing decisions will be undertaken jointly;
- Staff remain employed by their current employers and there is no need to transfer employment;

- Operational management reverts back to the NHS and Council as it currently stands and the Chief Officer reports to both chief executives for operational matters; and
- The Council's S95 Officer remains operationally accountable for the management of Council funds,

3.8 The disadvantages of option a. are

- A separate partnership governance body is created to which funds much be delegated and which oversees governance, planning and resource decisions; and
- Governance arrangements may, at first, be complex compared to existing arrangements.

3.9 The advantages of option b. i) ii) and iii) are:

- All planning and resourcing will be undertaken within one body.
- Oversight by the delegating body will be via a Joint Monitoring Committee.

3.10 The disadvantages of option b. i) ii) and iii) are:

- The Council delegates functions, resources and staff wholly to the NHS; or
- The Council has delegated to it NHS functions, resources and staff; and
- The TUPE of staff must take place;
- The Council/ NHS will no longer retain operational management responsibility of services (depending on direction of transfer) but will have a Joint Monitoring Committee for overseeing the governance, planning and resourcing of services.

3.11 Given the distinct disadvantages of option b. the option preferred by officers for Edinburgh is option a. Shadow governance arrangements have been in place since autumn 2012 based on an Integration Joint Board and have been developing well.

Work Programme

3.12 The Integration Scheme (formerly called a Plan) is the document which will be submitted to Ministers and, when approved, will formally establish the creation of the new Integration Authority and will include key elements relating to the delegation of functions and resources. The Draft Integration Scheme must be consulted upon widely.

3.13 NHS Lothian has requested that all Draft Integration Schemes for the local authority areas within its boundaries are submitted to its 2 December Board meeting. It is anticipated that Council approval of the Draft Integration Scheme will also be sought in December 2014. An estimated timeline is attached at Appendix 2.

3.14 It should also be noted that this timescale will be subject to the release of the regulations and guidance by Scottish Government as outlined in paragraph 3.5 above.

3.15 In order to meet these timescales and allow necessary sign off and to meet Council agenda planning deadlines, the Draft Integration Scheme will be required for late September 2014.

3.16 A detailed programme plan has been developed which covers the work streams and milestones in order to develop the Integration Scheme and meet the timescales laid down by NHS Lothian. The work is substantial and the timescales demanding.

3.17 The work streams are Governance; Finance and Resources; Communications and Engagement; HR/Organisational Development; Information Sharing; Localities; Performance Management; Performance Management, Quality and Risk; Strategic Commissioning; Joint Equalities Arrangements; and Information Technology. Given the nature of the programme most of these are joint work stream. The parts of the governance and finance and resources work streams, however require large portions of the work to be handled separately to support the delegation of functions and the development of ongoing oversight and monitoring.

3.18 A resource requirements plan has been put together on the back of the detailed programme plan. This has been used to support a bid to Scottish Government for 'transition' funds. The bid was submitted on 21 March and we expect a decision in late April/early May.

3.19 The programme is being managed with oversight from the Corporate Programmes Office Major Projects reporting framework. This has ensured that:

- reporting is bi-monthly to Committee. In addition monthly reporting takes place to Corporate Management Team, to Finance and Resources Committee and to the Shadow Health and Social Care Partnership.
- a formal Quality Assurance Review has been undertaken in late 2013 as a 'health check' on progress through the 'initiation' phase of the project. A report on this was submitted to Finance and Resources Committee in April/May. The recommendations of this are currently being progressed.

- Governance arrangements have recently been reviewed and the proposals agreed by Corporate Management Team on 26 March. NHS Lothian approval is awaited. The proposals incorporate a Joint Leadership Group, chaired jointly by the Chief Executives, and a Steering Group for the monitoring of progress against the programme plan. Appendix 3 outlines the proposals.

Key Risks

3.20 There are a number of significant health, care and financial risks associated with the current system which have triggered the provision of new legislation. In particular these are:

a. it does not align with the resource models required by the Christie Commission;
b. local clinicians, elected members, users, carers and other stakeholders are unlikely to engage in locality planning if budgets associated with unplanned hospital capacity are not included;
c. the demand pressures from demographic change are biased to reactive care in institutional settings and, without the Act, this would continue leading to a vicious cycle of spending more and more money on services that do not support people to best effect;
d. it does not explicitly recognise the reality of the integrated nature of health and social care services, particularly for frail elderly people and those with complex needs such that it is not possible to plan overall expenditure for defined populations and user groups or to use budgets flexibly to best effect.

3.21 There are also many risks associated with a programme of change of this scale. The Act specifically mentions the following financial risks:

a. health board and local authority flexibility to allocate their resources across the full range of their budgets may be constrained by 'ring-fencing' of their previous allocations to the integration authority. The risk will be proportional to the extent of the minimum scope of services to be included;
b. there is a risk that health boards may be left to manage any overspends in hospital based budgets whilst being unable to direct under-spends in community health budgets to offset these; and
c. parent bodies may be limited in their options for managing compensating in-year under-spends to those from within and out of scope budget.

3.22 The Act envisages that these risks will be mitigated through the joint nature of the governance of the integration authority and the provisions of the Integration

Plan and Strategic (Commissioning) Plan and through the direct accountabilities and responsibilities of the chief officer.

3.23 Finally, there are a number of risks to the delivery of the programme plan for the production of the Integration Scheme to time. The work streams are complex and demanding, particularly governance and finance, and proposals must be agreed jointly. Risks are managed through the programme arrangements and it is proposed that major risks and issues are escalated through the revised governance arrangements referenced in paragraph 3.19 (third bullet point) above.

Resources Bid

3.24 The Scottish Government has made available a sum of £7 million, nationally, for transition funding for the year 2014/5 only. This is non-recurring spend and is prior to the establishment of a Transition Fund in 2015/16.

3.25 The Partnership bid of c£900k was submitted to NHS Lothian for an overall bid to be made to Scottish Government by 21 March 2014. We understand that the bid will not be allocated by size of area/parent body but considered on its merits.

3.26 Scottish Government intends to distribute the funds for Partnerships through NHS Boards. A suitable approach will be required to transfer this resource, as required, to the Council during 2014/15 to deliver on the work programme.

Measures of success

4.1 The Scottish Government have issued draft National Outcomes for the delivery of integrated Health and Social Care. The Programme Sub Group on Performance and Quality is tasked with establishing local outcomes for measuring the success of the new Health and Social Care Partnership in relation to the national outcomes. A joint baseline has been developed and work is continuing on a joint framework for the future.

Financial impact

5.1 It is estimated that the new Health and Social Care Partnership will encompass a combined budget of around £4-500 million. This brings together existing budgets from the Health and Social Care Service in the Council as well as those from NHS Lothian's Community Health Partnership.

Risk, policy, compliance and governance impact

6.1 The Integration Programme monitors and addresses risks through its programme arrangements. In addition, major integration risks are identified in NHS and Council enterprise risk registers such as Corporate Management Team risk register.

6.2 Part of the performance monitoring and quality work stream also involves combining NHS and Council operational risk reporting to the Edinburgh Health and Social Care Partnership.

Equalities impact

7.1 The integration of health and social care services aims to overcome some of the current 'disconnects' within and between existing health and social care services for adults, to improve pathways of care, and to improve outcomes.

7.2 Furthermore, the intention is to improve access to the most appropriate health treatments and care. This is in line with the human right to health.

7.3 Work is in progress to develop a combined EqHRIA procedure between NHS Lothian and Health and social Care Services. This will be used for all EqHR impact assessments as required across the joint service once the Integrated Joint Board is fully established.

Sustainability impact

8.1 The proposals in this report will help achieve a sustainable Edinburgh because:

- joint health and social care resources will be used more effectively to meet and manage the demand for health and care services
- they will promote personal wellbeing of older people and other adults in needs of health and social care services; and
- they will promote social inclusion of and care for a range of vulnerable individuals.

Consultation and engagement

9.1 Consultation and engagement form a key work stream in the programme. A number of events have taken place and mechanisms are being established to ensure the Shadow Health and Social Care Partnership is engaging at all levels. This includes the work in hand to recruit a service user and carer as members of the Shadow Health and Social Care Partnership to bring their own perspective to the discussions.

9.2 A comprehensive engagement programme is also underway to engage with a range of staff and practitioners across health and social care services, including

the Professional Advisory Committee whose Chair and Vice Chair are voting members of the Partnership). Finally, the Strategic Commissioning Plan process will adopt a co-production approach to developments to ensure timely and productive engagement with key stakeholders.

Background reading/external references

Finance and Resources Committee - 7 May 2014 - Health and Social Care Integration Update

Corporate Policy and Strategy Committee – 6 August 2013 – City of Edinburgh Council proposed Response to Public Bodies (Joint Working) (Scotland) Bill.

Finance and Budget Policy Development and Review Subcommittee - 22 May 2013 – Health and Social Care Integration: Update

Corporate Policy and Strategy Committee – 16 April 2013 –Health and Social Care Integration – Scottish Government Response.

Corporate Policy and Strategy Committee – 2 October 2012 – Integration of Health and Social Care – Proposals for Interim Governance Arrangements.

Corporate Policy and Strategy Committee – 4 September 2012 –Scottish Government Consultation on the Integration of Health and Social Care – Joint Response.

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Links

Coalition pledges	Ensuring Edinburgh and its residents are well cared for.
Council outcomes	Health and Wellbeing are improved in Edinburgh and there is a high quality of care and protection for those who need it.
Single Outcome Agreement	Edinburgh's citizens experience improved health and wellbeing, with reduced inequalities in health.
Appendices	Appendix 1: Outline of the Bill Appendix 2: Estimated timelines for legislation, integration schemes, the strategic commissioning plans and the NHS strategic plan. Appendix 3: Proposals for Revised Governance Arrangements

Appendix1

Outline of the Bill

1. The Bill
   a) Permits ministers to ***require integration*** of, as a minimum, adult health and social care services.
   b) Describes the partnership arrangements as '***integration authorities'***. Each health board and local authority will be required to establish an integration authority and to delegate functions and resources to them. Details of the functions for NHS will be prescribed in regulations.

   Model of Integration and Governance

   c) Will ***require*** local authorities and health boards to choose one of four options for the establishment of the integration authority as follows
      a. The 'body corporate' model - The health board and local authority choose to deliver integrated services through delegation to ***an Integration Joint Board*** established as a body corporate. This will require the appointment of a Chief Officer as the jointly accountable officer.
      b. The delegated authority model which has three permutations and will be accountable through the 'lead' agency Chief Executive.
         i. the health board and local authority choose to deliver services through delegation to the health board in a delegation between partners arrangement and establish a ***Joint Monitoring Committee***;
         ii. the health board and local authority choose to deliver integrated services through delegation to the local authority in a delegation between partners arrangement and establish a Joint Monitoring Committee; or
         iii. the health board and local authority choose to deliver integrated services through delegation to the health board and the local authority in a delegation between partners arrangement and establish a Joint Monitoring Committee.
   d) Establishes ***Integration Joint Boards*** and ***Integration Joint Monitoring Committees*** as the partnership arrangements for the governance and oversight of health and social care services depending on the integration authority model chosen from the four options above.
   e) ***Requires*** health board and local authority partners to enter into arrangements ***to delegate functions and appropriate resources*** to ensure the effective delivery of services through;
      i. the body corporate model - an ***Integration Joint Board*** established as a body corporate - in this case the health board and the local authority agree the amount of resources to be committed by each partner for the delivery of services to support the functions delegated; and
      ii. delegated model –a ***Joint Integration Committee***. In this case the health board and/or local authority delegates functions and the corresponding amount of resource, to the other partner.
   f) Will ***remove Community Health Partnerships*** from statute.

   Integration Scheme

   g) ***Requires*** local authorities and health boards to set out the terms of establishing their chosen model in ***an Integration Scheme*** for joint approval by Council and Health Board and Ministers.
   h) Will require the Integration Scheme to include;
      i. the model of integration to be used and associated governance arrangements;

ii. the functions and budgets/resources to be delegated to the integration authority and the method of calculating money to be delegated to support delivery of the functions/ financial model of integration;
iii. outcomes to be achieved; and
iv. a number of other aspects which will be specified in regulations, e.g. dispute resolution, clinical and care governance etc.

i) Health boards and local authorities will be required to consult widely on the Integration Scheme and the Scheme will be agreed by full Council and the Health Board and approved by Ministers. It will also be made publicly available.

National Outcomes

j) Provides for ***the Scottish Ministers to specify national outcomes*** for health and wellbeing, and for delivery of which, health boards and local authorities will be accountable to the Scottish Ministers and the public. These will be set out in Regulations such that they can be amended in future to keep pace with the needs and aspirations of health and social care in Scotland. Scottish Ministers must consult appropriately.
k) National outcomes will be reflected in Single Outcome Agreements;
l) Sets out principles for planning and delivery of integrated functions, which local authorities, health boards and joint integration boards will be required to have regard to:
    a. improving the wellbeing of recipients,
    b. the requirement to balance the needs of individuals with the overall needs of the population;
    c. anticipation and prevention of need;
    d. effective use of the available facilities, people and other resources;
    e. is integrated from the point of view of service users
    f. takes account of the particular needs of different service users
    g. takes account of the particular needs of service users in different parts of the area in which the service is being provided;
    h. takes account of the dignity of service users;
    i. takes account of the participation by service users in the community in which service users live;
    j. protects and improves the safety of service users; and
    k. is planned and led locally in a way which is engaged with the community (including in particular service users, those who look after service users and those who are involved in the provision of health or social care).

Chief Officer

m) ***Requires integration joint boards to appoint a chief officer***, who will be jointly accountable, through the board, to the constituent health board and local authorities, and responsible for the planning, resourcing and management of services for the Integrated Joint Board. The appointment will be made in consultation with the health board and the local authority. The responsibilities of the Chief Officer will be subject to agreement by Scottish Ministers;
n) Minister may, in future and by regulation, enable integration joint boards to appoint staff other than a Chief Officer;
o) The Chief Executive of the 'lead' agency will be the jointly accountable officer in the delegated model;

Strategic Plan and Performance Report

p) ***Requires the integration authority***, i.e. joint boards, and health boards or local authorities to whom functions are delegated ***to prepare a Strategic Plan for the***

area, which sets out arrangements for delivery of integrated functions and how it will meet the national health and wellbeing outcomes. This will be led by either the Chief Officer of the 'lead' agency Chief Executive.

q) ***The Strategic Plan will also be a financial plan*** as it will define in-year operational budgets across the Integration Authority for services in scope which will, as a minimum include community health care, adult social care, and in-scope hospital services. It will be scrutinised jointly by the Care Inspectorate and Health Care Improvement Scotland.

r) The integration authority will be required to involve a range of partners in the development of the plan and consult widely. In addition, locality planning duties will require the integration authority to make suitable arrangements to consult and plan locally for the needs of its population.

s) Places a duty on integration authorities to work with local professionals the third and independent sectors to determine how best to put in place arrangements for planning local service provision, to put these arrangements in place and to support, review and maintain them. Localities must be empowered to make decisions to achieve outcomes.

t) Each Joint Integration Board must prepare ***an annual performance report***. The first will be from the date of establishment and the year thereafter to ensure a full year report.

Further Points

2. In both models services will continue to be delivered by the health board, local authority, third and independent sectors. Staff will continue to be employed by the health board and local authority. The Bill does however contain the power for Ministers to permit (by Regulation) the Integration Joint Board to employ staff itself should, in the future, if it were considered appropriate.

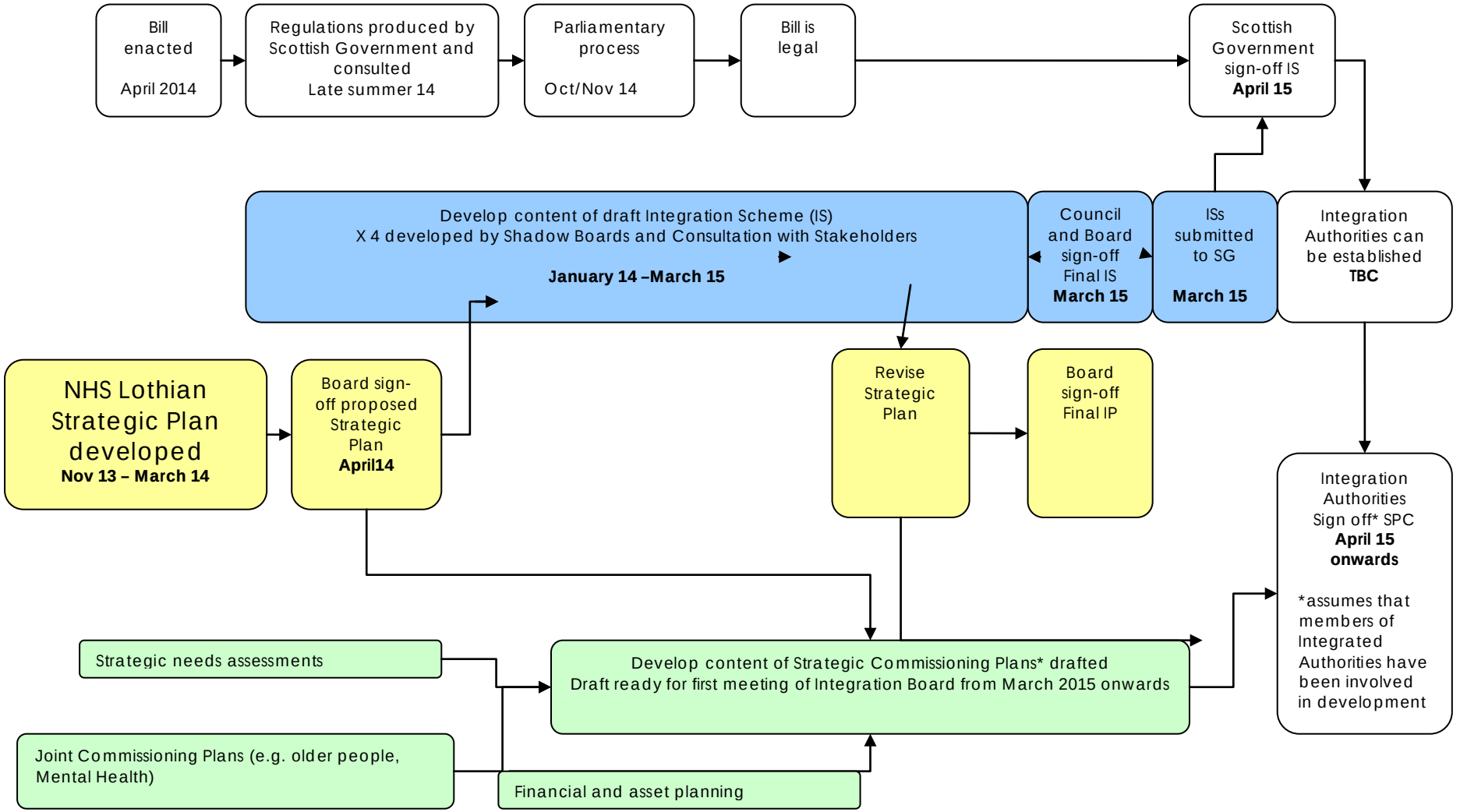
3. For the body corporate model, further guidance will be provided to describe the relationship between the Chief Officer of the Integration Authority and the Chief Executives of the health board and local authorities.

4. Regulations will set out the details of these arrangements. However it is important to note that ***the Joint Board will be conferred the same duties, rights and powers in relation to them as the health board and local authority have****, including the ability to enforce rights in connection with the carrying out of functions as well as liability in respect of any liabilities incurred.*

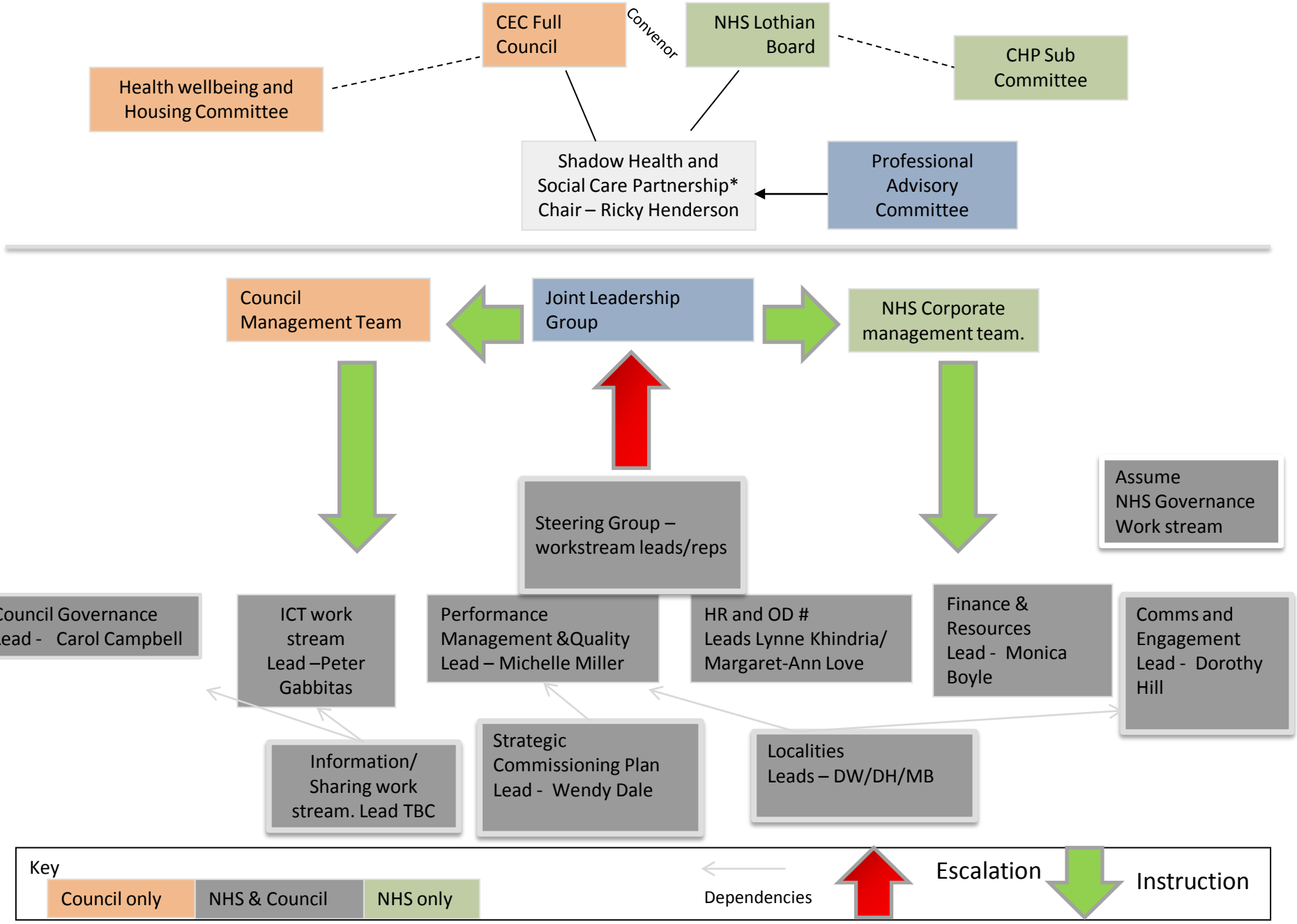
5. The minimum scope of budgets/resources to be included in scope will be defined in regulations and statutory guidance and the Bill permits Ministers to make directions on this matter. It is noted that the minimum scope will target specialities that are predominantly for unplanned care.

6. Information sharing is enabled as part of the function of the Joint Integration Board and Chief Officer for the purposes of integration and strategic planning as well as delegated functions without breaching the duty of confidentiality.

Appendix 2: Estimated Timelines for legislation, Integration Schemes, the Strategic Commissioning Plans and the NHS Lothian Strategic Plan in Lothian



Appendix 3: H&SC Integration Revised Programme Governance



Corporate Policy and Strategy Committee

10am, Tuesday, 13 May 2014

Edinburgh Joint Carers' Strategy and Joint Strategic Commissioning Plan for carer support

Item number	7.7
Report number	
Executive/routine	Executive
Wards	All

Executive summary

The purpose of this report is to outline the feedback from the consultation on the draft Edinburgh Joint Carers' Strategy. The report also seeks approval of the Edinburgh Joint Carers' Strategy and the priorities for carer support as well as the associated Edinburgh Joint Strategic Commissioning Plan for carer support.

Edinburgh's Joint Carers' Strategy has been developed in collaboration with key local stakeholders from Health, Local Authority, the voluntary sector and carers. The strategy outlines local priorities and outcomes for carers in Edinburgh for the next three years from 2014 to 2017. There are six priority areas identified within the strategy:

- **identifying carers**
- **information and advice**
- **carer health and wellbeing**
- **short breaks / respite**
- **young adult carers**
- **personalising support for carers.**

Links

Coalition pledges	**P39**
Council outcomes	**CO12**
Single Outcome Agreement	**SO2**

Report

Edinburgh Joint Carers' Strategy and Joint Strategic Commissioning Plan for carer support

Recommendations

1.1 It is recommended that Corporate Policy and Strategy Committee:

1. Notes the feedback from consultation on the draft Edinburgh Joint Carers' Strategy
2. Considers and approves the Edinburgh Joint Carers' Strategy
3. Considers and approves the Edinburgh Joint Strategic Commissioning Plan for carer support
4. Notes that due to the level of overall funding of the procurement exercise, the Finance and Resources Committee will be asked to approve the award of specific contracts in due course.

Background

2.1 The provision of support to unpaid carers is a key local and national priority. There are over 492,000 unpaid carers in Scotland (Census 2011). This is almost one in ten of the Scottish population who are involved in providing care and support to a family member, friend or neighbour to enable that person to continue to live in their own community. However, caring for someone can often continue even when the person leaves their own home and moves into a care home or other residential setting.

2.2 The Census in 2011 revealed that the number of unpaid carers in Edinburgh dropped slightly from 38,876 in 2001 to 37,859 in 2011. In population terms, the number of unpaid carers in 2001 represented 8.7% of the total population in Edinburgh and this reduced to 7.9% in 2011.

2.3 However, the proportion of carers who provided 20 or more hours per week of unpaid care rose from 30.6% in 2011 to 36.2% in 2011. This equates to an additional 1,826 unpaid carers in the city undertaking unpaid care for more than 20 hours per week in 2011 as compared to 2001. In addition, the proportion of carers who provide 50 or more hours per week of unpaid care also rose slightly from 20.3% in 2001 to 21.1% in 2011. In terms of numbers, 8,004 unpaid carers

provide 50 or more hours per week of unpaid care, which is 21% of all unpaid carers in Edinburgh.

2.4 A draft Joint Carers Strategy was developed in 2013 in partnership with a multi-agency working group. City wide and local consultation was undertaken from 02 September to 31 October 2013 on the draft Joint Carers' Strategy using a collaborative approach. An online and printed questionnaire was used to gain feedback from the public and stakeholders. There were a series of focus groups held by carer organisations including VOCAL, MECOPP, Edinburgh Young Carers Project and Care for Carers. This aided feedback and encouraged carers to raise issues and complete questionnaires in their own right. The analysis of the consultation demonstrated strong support for each of the six priorities. This analysis is available on the Council website, here.

2.5 In order to implement the Edinburgh Joint Carer's Strategy, a Joint Strategic Commissioning Plan for carer support in Edinburgh has been developed (see appendix 1 - Edinburgh Joint Strategic Commissioning Plan for carer support). As there are a number of carer support block contracts that ended in March 2014, there is a requirement to take these to a procurement exercise to obtain best value and alignment to the six key priorities in the strategy.

Main report

Feedback from consultation on the draft Edinburgh Joint Carers' Strategy

3.1 The consultation was widely promoted through the city using a collaborative approach from 02 September to 31 October 2013. The main respondents were carers (92%). The age range of respondents was from those under 12 years of age to those over 75 years. There were 18 responses from support providers and organisations including NHS Lothian, NHS Education for Scotland, Edinburgh Young Carers Project, Queensferry Care, Children 1st, Carr Gomm, Caire, West Lothian Young Carers Project, LifeCare, Circle and Care for Carers.

3.2 There were also eight reports from several carer organisations and feedback from other forums or meetings, including MECOPP, VOCAL, Edinburgh Young Carers Project, Edinburgh Carer Network, Edinburgh Children's Partnership, Deputy Head Teachers meeting and the Lothian Chambers Consultation Event on 09 October 2013.

3.3 In terms of demographics, 12% of respondents were young carers under 16 years old, only 2% were aged 16 to 25, 40% were aged 25 to 64 years old and 43% were 65 years and older. Of those respondents aged over 65 years old, 17% were aged 75 and over.

3.4 A series of internal and external meetings to deliver presentations on the draft Joint Carers' Strategy by Council officers helped to promote the consultation and raise awareness of the priorities. This approach allowed for many individuals to be

consulted on the strategy. Presentations on the strategy consultation included those at the Carers Scotland Forum in St John's Church and a stakeholder event at Lothian Chambers.

3.5 Carers' organisations used their newsletters to get the message of the consultation out through their networks. VOCAL informed over 5,000 carers of the consultation and the link to consultation papers, via a dedicated flyer and household mailing. They followed this up in two e-bulletins in September and October to 1,500 plus carers.

3.6 VOCAL held nine carer focus groups in September and October 2013 in which a total of 46 carers attended. MECOPP held two focus groups, one for South Asian carers and one for Chinese carers, in which a total of 32 ethnic minority carers attended. Care for Carers sent out information on the consultation via their networks to 900 carers via a newsletter and held a focus group, which thirteen carers attended.

3.7 A letter was sent out to over 600 carers who had been assessed by the Council in the last year along with those who were in receipt of the carer's emergency card. The letter invited these carers to respond to the consultation and included a questionnaire and a freepost return envelope. In addition, an electronic flier was used to circulate awareness of the consultation to all Health and Social Care staff, NHS Lothian staff, GP practices, Neighbourhood Partnerships and the Edinburgh Carer Network.

3.8 The analysis of the consultation demonstrated strong support for each of the six priorities. It also outlined some additional gaps and suggestions for service improvements as seen by respondents who were mainly unpaid carers (92%). These included the following:

- Drop in's for carers at GP surgeries
- More district nurses who would visit elderly and disabled people in their homes
- More flexible short breaks, tailored to individual needs and more breaks
- More information on short breaks
- More dedicated young adult carer support (aged 16 to 25)
- Improve transition services between young carer and young adult carer support
- Continue to provide support to young carers through schools, colleges, community centres and GP surgeries
- More and better financial and benefits advice and help for carers
- More emotional support, information and advice
- Contact numbers for help in the house and reliable tradesmen
- More funding for support groups
- Consider the needs of people from other Ethnic groups other than White British /European
- DVD's and information packs to distribute information including social hubs, libraries and GP surgeries
- Establish a carers register

This feedback along with the results established from the mapping exercise of carer support undertaken in 2013 was taken into consideration in the revised Joint Carers' Strategy. This will be taken forward in the ongoing discussions with Council departments and NHS Lothian and addressed through the implementation of the pending action plan. This analysis and the mapping report are available on the Council website, here.

Edinburgh Joint Carers' Strategy

3.9 The Edinburgh Joint Carers' Strategy has been developed in collaboration with key local stakeholders from Health, Local Authority, the voluntary sector and carers. The strategy outlines local priorities and outcomes for carers in Edinburgh for the next three years from 2014 to 2017. The City of Edinburgh Council and NHS Lothian recognise the vital role that carers contribute to their communities across Edinburgh. A range of good quality support needs to be available to carers at the right time and place. This is to ensure that the individual needs of carers are met. With the advent of self directed support, there will be more opportunities to have more personalised support which will empower them through improved choice and control (see appendix 2- Edinburgh Joint Carers' Strategy).

3.10 Our vision for adult carers in Edinburgh is that, "that they are able to live healthy, fulfilling lives and that they will be valued as equal partners in the provision of care and inform decisions about carer support. Carers will be able to sustain their caring role, if appropriate and if they choose it." For young carers, our vision is, "we want to ensure that young carers are enabled to be children and young people first and foremost and relieved of any inappropriate caring roles to allow them to have a quality of life."

3.11 The intention is that the strategy will be the main roadmap for carer support and improved outcomes to both young carers and adult carers. The six priorities are broad strategic areas in relation to support for carers. Each has related sub categories as below:

Priority	Sub-Categories
Identifying carers	Awareness raising and publicity, hard to reach groups, workforce training of carers needs and issues, working with employers / education providers, carers assessments, carer self-identification
Information and advice	Carer training, financial planning support, welfare benefits advice, carer advocacy, online and printed information and advice

Carer health and wellbeing	Flexible carer support, one to one support, group work, emotional support, counselling, emergency planning
Short breaks / respite	Flexible and creative short breaks
Young adult carers	Transition, identification, support, employment, training
Personalising support for carers	Meeting individual needs, Self directed support, choice and control, GIRFEC

3.12 Through the implementation of the Joint Carers' Strategy these six priorities will be addressed by undertaking a range of activities to support carers across the city. The impact will be measured through a range of identified outcomes which will be met from the various activities from all stakeholders and agencies in the form of identifying carers, referral, assessment and support. Therefore, the outcomes set out the expected impact of what's happening in terms of carer support provided by all agencies across the city. By measuring outcomes, this ensures that information is collected on whether support provided for the carer makes a positive impact on their lives.

Edinburgh Joint Strategic Commissioning Plan for carer support

3.13 The Edinburgh Joint Strategic Commissioning Plan for Carer Support (The Plan) should be read in conjunction with the Commissioning Plan for Adult Social Care (2011-2016). The Plan has been developed alongside the Edinburgh Joint Carers' Strategy (2014-2017).

3.14 The Plan has been developed following an engagement and consultation process on the draft Joint Carers' Strategy with stakeholders, carer organisations, carer projects and carers themselves. It has also taken onboard findings from the review of the previous joint carers' strategic action plan, *Towards 2012* as well as the recent mapping exercise of carer support in 2013.

3.15 The current provision of carer support in the Council is within mainly two departments, Health and Social Care and Children and Families. In Health and Social Care, the main allocation for commissioned carer support is £882K, which is made up of block contracts and grants. However, Health and Social Care also provides statutory assessment and care management services to carers as well as statutory and commissioned respite and short breaks services (See table A over).

Funding Organisation	Funding Department	Funding Source	Amount of funding (£) 2013/14
The City of Edinburgh Council	Health and Social Care, Children and Families	Carers Support Payment, VolunteerNet, Carer Emergency Card	500,000
	Health and Social Care	Carer support contracts	628,745
	Health and Social Care	Carer support grants	253,824
	Health and Social Care	Change Fund- Carer Support Hospital Discharge service	100,000
	Health and Social Care	Change Fund* Innovation Fund	60,692
	Children and Families	Young carers support grants	75,752
NHS Lothian	NHS Lothian Board	Carer support contracts	76,386
	Edinburgh CHP	Carer Information Strategy funding	408,677
		Total	2,104,076

Table A: Funding sources for carer support in Edinburgh 2013/14 (*This table includes Change Fund projects for carers only. Other Change Fund projects not listed also provide direct and indirect support for carers).

3.16 There are currently seven carer organisations and carer projects whose contracts ended in March 2014. These are as follows: VOCAL, MECOPP, Crossroads Caring Scotland (Edinburgh), BEMAS, Caire project, Health in Mind (respite service) and Queensferry Churches Carer Support. There is a requirement to take these to a procurement exercise to obtain best value and alignment to the six key priorities as identified through the Edinburgh Joint Carers' Strategy. The Council has a duty to seek best value and in line with the Commissioning Plan for Adult Social Care (2011-2016).

3.17 A report will be submitted to the Integrated Management Team in May recommending an extension to those carer support contracts we currently have with a number of organisations which ended on 31 March 2014. If the recommendation is approved, these contracts will be extended to October 2014 by issuing shorter temporary contract extensions. This will ensure there is no interruption to the funding of currently contracted organisations and allow for a procurement exercise to be undertaken.

3.18 All grants for carer support services will not be part of this procurement exercise as they have been already been approved for 2014/15. If a future opportunity arises to review this situation, then alignment of carer support services to the six priorities will be a paramount driver.

3.19 Carer Information Strategy (CIS) funding will not be part of the procurement exercise as this funding is time limited and is only guaranteed for another two years, 2014/15 and 2015/16 by the Scottish Government.

3.20 Although the overall value of the carer support contracts is £628,745 per annum, it is proposed that not all of this funding will be externally commissioned. A proportion, £46,963 allocated to MECOPP's care at home service will be transferred across to Adult social work sector services as part of their overall care at home budget. This will improve the process of access to this service.

3.21 Another proportion, £36,000 will be set aside by the Council, to fund an external pilot for alternative approaches to carer assessment; carer involvement in planning of services; carer awareness raising and publicity including carer events, design and printing of carer information. These allocations are as follows:

Priority	Service outline	Nominal allocations (£) per annum
Identifying carers	Carer assessments pilot (1 year pilot with possible extension dependant on evaluation)	20,000
Personalising support for carers	Carer involvement in planning; expenses/ replacement care	6,000
Identifying carers/ Information and advice	Carer awareness raising and publicity including carer events, design and printing of carer information	10,000
	Total	36,000

Table B: Proportion of funding set aside by the Council to fund carer support

3.22 The overall funding for the procurement exercise is £622,168 which includes the Council's proportion from carer support contracts and the funding that NHS Lothian has agreed to resource transfer for this purpose, £76,386. The table below outlines the nominal allocations for the procurement exercise of carer support contracts against each of the six priorities:

Priority	Sub-categories	Service Outline	Nominal allocations (£) per annum
Identifying carers	Awareness raising and publicity, hard to reach groups, workforce training of carers' needs and issues, working with employers / education providers, carers assessments, carer self-identification	1.Carer awareness raising; working with employers/ education providers 2.Carer identification and support to 'hard to reach' groups including BME groups/gypsy travellers/ LGBT carers etc	40,000 30,000
Information and advice	Carer training, financial planning support, welfare benefits advice, carer advocacy, online and printed information and advice	1.Carer Training, specific to caring situation or condition 2.Carer Training, learning opportunities 3.Financial planning/welfare benefits advice support to carers	30,000 30,000 30,000
Carer health and wellbeing	Flexible carer support, one to one support, group work, emotional support, counselling, emergency planning	Carer health and wellbeing support service in South West Edinburgh. Offering practical and emotional support/ /group work/ one to one support to carers	30,000
Short breaks / respite	Flexible and creative short breaks	Flexible short breaks (respite) /sitter services for adult carers in all care situations	292,168
Young adult carers	Transition, identification, support, employment, training	Support for identifying, transitions and support to young adult carers	50,000

Personalising support for carers	Meeting individual needs, self-directed support, choice and control, GIRFEC framework	Carer support workers (x3) Providing personalised support services and meeting individual needs of carers. One worker based in South West Edinburgh, one based in South East Edinburgh and one based in North West Edinburgh	90,000
		Total	**622,168**

Table C: Nominal allocations for procurement exercise for carer support.

3.23 The nominal amounts of funding against each priority are varying amounts to take into account other funding of services in these areas from other funding sources such as CIS funding or carer support grants. Also, feedback from consultation, the mapping exercise and other strategic information helped to shape these allocations against each priority area. Overall, the Plan is in line with the Edinburgh Joint Carers' Strategy.

3.24 Following on from the outcome of the procurement exercise, we will have established a suite of new contracts with commissioned providers to deliver on the six priorities within the Edinburgh Joint Carers' Strategy. These will be outcomes based contracts and aligned to the fourteen outcomes identified in the strategy.

Measures of success

4.1 The measures of success will be evidenced through regular monitoring, evaluation and reporting of the implementation of the Edinburgh Joint Carers' Strategy via an action plan.

Financial impact

5.1 Funding for carer support in Edinburgh comes from the City of Edinburgh Council and NHS Lothian. The third sector also brings considerable investment to the city.

Risk, policy, compliance and governance impact

6.1 The associated risks to implementing the Edinburgh Joint Carers' Strategy and the associated Joint Strategic Commissioning Plan for carer support will be

monitored both through the Strategic Planning Group for Carers and through the integrated management team in Health and Social Care. In Children and Families, the governance and progress on the action plan will be reported to the relevant Children's Partnership Strategic Oversight Group.

Equalities impact

7.1 There are no negative equality and rights impacts arising from this report. A full equalities and rights impact assessment has been completed for the Edinburgh Joint Carers' Strategy.

Sustainability impact

8.1 There are no sustainability implications arising from this report.

Consultation and engagement

9.1 Wide-ranging consultation was undertaken on the draft Edinburgh Joint Carers' Strategy. The consultation period was from 2 September to 31 October 2013 and was actively promoted through the city using a collaborative approach. The analysis of the consultation demonstrated strong support for each of the six priorities.

9.2 An online and printed questionnaire was used to gain feedback from the public and stakeholders. There were a total of 570 people consulted on the strategy and this included 317 completed questionnaires and 253 individuals who attended forums or meetings.

Background reading / external references

There are various key reports including the following:

(1) Policy, Development and Review Sub Committee of the Health Social Care and Housing Committee, 28 January 2014

(2) Towards 2012, Joint Carers' Strategic Action Plan for Edinburgh (2007-2012)

(3) NHS Lothian Carer Information Strategy (2008-2011)

(4) Caring Together, National Carers' Strategy for Scotland (2010-2015)

(5) Getting it Right for Young Carers, The Young Carers Strategy for Scotland (2010 – 2015)

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Links

Coalition pledges	**P39** Establish a Care Champion to represent carers
Council outcomes	**CO12** Edinburgh's carers are supported
Single Outcome Agreement	**SO2** Edinburgh's citizens experience improved health and wellbeing, with reduced inequalities in health
Appendices	1. Edinburgh Joint Carers' Strategy 2. Edinburgh Joint Strategic Commissioning Plan for carer support

Edinburgh Joint Strategic Commissioning Plan for Carer Support (2014-2017)

v2.0

1. Background

1.1 The Edinburgh Joint Strategic Commissioning Plan for Carer Support (The Plan) should be read in conjunction with the Commissioning Plan for Adult Social Care (2011-2016). The Plan has been developed alongside the Edinburgh Joint Carers' Strategy (2014-2017).

1.2 Edinburgh's Joint Carers' Strategy has been developed in partnership with key local stakeholders from Health, Local Authority, the voluntary sector and carers. The strategy outlines local priorities and outcomes for carers in Edinburgh for the next three years from 2014 to 2017. This integrated approach has outcomes for carers at its centre and made use of the Wisconsin Logic Model to develop the strategy. The aim is that this strategy will be the main roadmap for support and improved outcomes to both young and adult carers in Edinburgh.

1.3 The Plan has been developed following an engagement and consultation process on the draft Joint Carers' Strategy with stakeholders, carer organisations, carer projects and carers themselves. It has also taken onboard findings from the review of the previous joint carers' strategic action plan, *Towards 2012* as well as the recent mapping exercise of carer support in 2013.

1.4 The extensive consultation exercise undertaken for the draft Joint Carers' Strategy with 317 completed responses, which 92% were from carers established strong support for each of the six priority areas identified within the strategy for Edinburgh's carers which are:

- **identifying carers**
- **information and advice**
- **carer health and wellbeing**
- **short breaks / respite**
- **young adult carers**
- **personalising support for carers.**

1.5 A Communication and Engagement Plan was developed to ensure that the Strategy was available for wide consultation during 02 September to 31 October 2013.

1.6 Throughout the development of the Joint Carers' Strategy, the needs of both adult carers and young carers have been considered to ensure that the strategy and the Plan does not create or perpetuate discriminatory practice and meets the legislative requirements of the Equalities Act (Scotland) 2010. A full Equalities Impact and Rights Assessment has been completed.

1.7 Commissioning is the process of planning and delivering services. This involves understanding needs, planning how these should be met and putting services in place, either by delivering services directly or purchasing them. The term 'Joint Strategic Commissioning' is defined in Scotland as "the term used for all activities involved in assessing and forecasting needs, linking investment to agreed desired outcomes, considering options, planning the nature, range and quality of future services and working in partnership to put these in place" (Joint Improvement Team, 2014).

1.8 The four stages of the commissioning cycle includes the "Review" stage, which has already occurred as we undertook a review of the previous carers' strategic action plan, *Towards 2012* last year. The results from that review along with consultation on the draft Joint Carers' Strategy helped to shape the current Joint Carers' Strategy and Plan.

1.9 The "Analyse" stage is where all partners consider all the information available from consultations, census information, assessing and forecasting needs, agreeing desired outcomes, range and quality of future services and work in partnership for a vision. This has been undertaken for carer support.

1.10 The "Planning" stage of the commissioning process involves working with stakeholders to develop a strategy of how services need to be shaped in the future. This stage also involves developing detailed service specifications and a procurement plan. This is where we are currently. The "Do" stage is where we will be moving to next and at this stage, involves implementation of the new strategy and joint commissioning plan for carer support.

2 Current context of carer support provision

2.1 The current provision of carer support in the Council is within mainly two departments, Health and Social Care and Children and Families. In Health and Social Care, the main allocation for commissioned carer support is £882K, which is made up of block contracts and grants. However, Health and Social Care also provide statutory assessment and care management services to carers as well as statutory and commissioned respite and short breaks services (See table A below).

Funding organisation	Funding department	Funding source	Amount of funding (£) 2013/14
The City of Edinburgh Council	Health and Social Care, Children and Families	One-off funding	500,000
	Health and Social Care	Carer support contracts	628,745
	Health and Social Care	Carer support grants	253,824
	Health and Social Care	Change Fund-Carer Support Hospital Discharge service	100,000
	Health and Social Care	Change Fund* Innovation Fund	60,692
	Children and Families	Young carers support grants	75,752
NHS Lothian	Lothian NHS Board	Carer support contracts	76,386
	Edinburgh Community Health Partnership	Carer Information Strategy (CIS) funding	408,677
		Total	2,104,076

Table A: Funding sources for carer support in Edinburgh 2013/14 (* This table includes Change Fund projects for carers only. Other Change Fund projects not listed also provide direct and indirect support for carers).

2.2 Children and Families allocated £75,752 in year 2013/14 for support to young carers through contracts with specialist providers. The department invests in a range of other services through grants and contracts that whilst not specific young carer services, do support young carers. These include services for children affected by paternal substance use.

2.3 In addition, specific funding has been allocated to carer support from the Change Fund including £100,000 per annum for 2013/14 and 2014/15 for the carer support hospital discharge service in Edinburgh. Other funding for carer support in Edinburgh from the Change Fund Innovation Fund amounted to £60,692 in 2013/14. As outlined in the above table, funding includes Change Fund projects for carers only. Other Change Fund projects not listed also provide direct and indirect support for carers.

2.4 Lothian NHS Board via Edinburgh Community Health Partnership allocated £408K in 2013/14 to spend on carer support through the Carer Information Strategy (CIS) monies. This provides or enhances a range of service provision to both adult and young carers in Edinburgh. This national funding source, CIS funding for 2014/15 will be £5m for Scotland calculated using the NRAC

formula. Subject to Parliamentary approval, there will be further CIS funding in 2015/2016 of £5 million. Lothian NHS Board will allocate proportionate CIS funding to each of the community health partnerships including Edinburgh.

2.5 In addition, Lothian NHS Board contribute to two joint contracts for carer support in Edinburgh. This amounts to £76,386 for year 2013/14. This mainly currently funds carer advocacy and carer support. A decision has been taken to resource transfer this funding to the Council as part of the procurement exercise which will be undertaken later this year.

2.6 One-off additional funding for carer support has been provided recently by the Council. In 2012/13, £400K was provided and this increased to £500K in 2013/14. This allowed the development of the carer's support payment, VolunteerNet and the carer's emergency card. The increase in funding in 2013/14 also helped to provide an innovation fund of £100K for kick starting new ideas or innovative small projects for carer support. A separate report on this recurring funding for 2014/15 will be provided to Committee at a future date.

3 The process of new contracts for carer support

3.1 As there are a number of carer support block contracts that came to an end in March 2014, there is a requirement to take these to a procurement exercise to obtain best value and alignment to the six key priorities as identified through the Edinburgh Joint Carers' Strategy. The Council has a duty to seek best value and in line with the Commissioning Plan for Adult Social Care (2011-2016).

3.2 There are currently seven carer organisations and carer projects whose contracts ended in March 2014. These are as follows: VOCAL; MECOPP; Crossroads Caring Scotland (Edinburgh); BEMAS; Caire project; Health in Mind (respite service) and Queensferry Churches Carer Support. There is a requirement to take these to a procurement exercise to obtain best value and alignment to the six key priorities as identified through the Edinburgh Joint Carers' Strategy. The Council has a duty to seek best value and in line with the Commissioning Plan for Adult Social Care (2011-2016).

3.3 A report will be submitted to the Integrated Management Team in May recommending an extension to those carer support contracts we currently have with a number of organisations which ended on 31 March 2014. If the recommendation is approved, these contracts will be extended to October 2014 by issuing shorter temporary contract extensions. This will ensure there is no interruption to the funding of currently contracted organisations and allow for a procurement exercise to be undertaken.

3.4 In order to meet our duty to ensure transparency and equality of opportunity in the letting of contracts, we will seek to gauge levels of interest in the contracts we want to let through the publication of a Prior Information Notice (PIN) on the Public Contracts Scotland Website, before finalising our procurement proposals. The Council will keep providers informed of the timetable for publication of the PIN, which is likely to be sometime in May/June of this year.

3.5 All grants for carer support services will not be part of this procurement exercise as they have been already been approved for 2014/15. If a future opportunity arises to review this situation, then alignment of carer support services to the six priorities will be a paramount driver.

3.6 Carer Information Strategy (CIS) funding will not be part of the procurement exercise as this funding is time limited and is only guaranteed for another two years, 2014/15 and 2015/16 by the Scottish Government.

4 Procurement Exercise

4.1 Although the overall value of the carer support contracts is £628,745 per annum, it is proposed that not all of this funding will be externally commissioned. A proportion, £46,963 currently allocated to MECOPP's care at home service will be transferred across to Adult social work sector services as part of their overall care at home budget. This will improve the process of access to this service.

4.2 The funding from NHS Lothian which has been agreed to be resource transferred to the Council is £76,386 per annum. This funding to the Council will be included as part of the procurement exercise which will be undertaken this year, aligned to the six priorities.

4.3 Another proportion, £36,000 will be retained by the Council, to fund a pilot for alternative approaches to carer assessment; carer involvement in planning of services; carer awareness raising and publicity including carer events, design and printing of carer information. These allocations are as follows:

Priority	Service outline	Nominal allocations (£) per annum
Identifying carers	Carer assessments pilot (1 year pilot with possible extension dependant on evaluation)	20,000
Personalising support for carers	Carer involvement in planning; expenses/replacement care	6,000
Identifying carers/ Information and advice	Carer awareness raising and publicity including carer events, design and printing of carer information	10,000
	Total	**36,000**

Table B: Proportion of funding retained by the Council to fund carer support

4.4 The overall funding for the procurement exercise is £622,168 which includes the Council proportion from carer support contracts and the funding that NHS Lothian has agreed to resource transfer for this purpose. The table below outlines the nominal allocations for the procurement exercise of carer support contracts against each of the six priorities:

Priority	Sub-categories	Service Outline	Nominal allocations (£) per annum
Identifying carers	Awareness raising and publicity, hard to reach groups, workforce training of carers' needs and issues, working with employers / education providers, carers assessments, carer self-identification	1.Carer awareness raising; working with employers/ education providers 2.Carer identification and support to 'hard to reach' groups including BME groups/gypsy travellers/ LGBT carers etc	40,000 30,000
Information and advice	Carer training, financial planning support, welfare benefits advice, carer advocacy, online and printed information and advice	1.Carer Training, specific to caring situation or condition 2.Carer Training, learning opportunities 3.Financial planning/welfare benefits advice support to carers	30,000 30,000 30,000
Carer health and wellbeing	Flexible carer support, one to one support, group work, emotional support, counselling, emergency planning	Carer health and wellbeing support service in South West Edinburgh. Offering practical and emotional support/ /group work/ one to one support to carers	30,000
Short breaks / respite	Flexible and creative short breaks	Flexible short breaks (respite) /sitter services for adult carers in all care situations	292,168
Young adult carers	Transition, identification, support, employment, training	Support for identifying, transitions and support to young adult carers	50,000

Personalising support for carers	Meeting individual needs, self-directed support, choice and control, GIRFEC framework	Carer support workers (x3) providing personalised support services and meeting individual needs of carers. One based in South West Edinburgh, one based in South East Edinburgh and one based in North West Edinburgh	90,000
		Total	**622,168**

Table C: Nominal allocations for procurement exercise for carer support.

4.5 The nominal amounts of funding against each priority are varying amounts to take into account other funding of services in these areas from other funding sources such as CIS funding or carer support grants. Also, feedback from consultation, the mapping exercise and other strategic information helped to shape these allocations against each priority area. Overall, the Plan is in line with the Edinburgh Joint Carers' Strategy.

4.6 At this stage, we are in the process of establishing a procurement timetable, which will guide the procurement exercise including putting the Prior Information Notice on the Public Contracts Scotland Website, before finalising our procurement proposals. The Council will keep providers informed of the timetable for publication of the PIN, which is likely to be sometime in May/June of this year.

4.7 It is envisaged that the contracts issued for these priorities following the procurement exercise will be three year contracts with possible one year extensions dependant on satisfactory performance. A final decision on this aspect will follow from award of contracts recommendations around October 2014.

4.8 Following on from the outcome of the procurement exercise, we will have established a suite of new commissioned contracts for carer support with providers to deliver on the six priorities within the Edinburgh Joint Carers' Strategy. These will be outcomes based contracts and aligned to the fourteen outcomes identified in the strategy.

Edinburgh Joint Carers' Strategy (2014-2017)

V1.9

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Foreword by the Carers Champion, Councillor Work

"Carers are everywhere. Many people I come into contact with as a Councillor either knows of someone in a caring situation or is a carer. Carers make a very significant and valuable contribution to the people they care for and to our communities day in, day out. Over the years, I have been humbled by some of the stories carers both young and old have shared with me. Carers often tell me that their caring role can be rewarding but that it also can be challenging and brings with it many strains. This can have a negative effect on carers where they can become quite lonely, have poor health or financial problems.

Therefore, we need to ensure that carers have a life outside of caring. We must continue to support carers in Edinburgh to allow them to continue to care, if they wish to do so and where appropriate. We must do this by working in partnership, not only through the City of Edinburgh Council and NHS Lothian working together, but also through partnership working with the voluntary and private sector in order to provide better outcomes for carers.

I hope that this Joint Carers' Strategy for both young and adult carers makes a positive difference to the daily lives of carers in our city."

Councillor Norman Work, Carers Champion.

Our vision for carers in Edinburgh

Our vision for unpaid carers in Edinburgh builds upon previous local strategies for carers and takes into account the vital importance of the caring role that many carers undertake on a daily basis. Support for carers and the people that they care for must be in place to allow them to not only care with confidence, but also have a life of their own.

'Our vision for adult carers is that they are able to live healthy, fulfilling lives and that they will be valued as equal partners in the provision of care and inform decisions about carer support. Carers will be able to sustain their caring role, if appropriate and if they choose it'.

For young carers, our vision is, *'We want to ensure that young carers are enabled to be children and young people first and foremost and relieved of any inappropriate caring roles to allow them to have a quality of life'.*

Introduction

The City of Edinburgh Council and NHS Lothian recognise the crucial role that carers contribute to their communities across Edinburgh. A range of good quality support needs to be available to carers at the right time and place. This is to ensure that the individual needs of carers are met. With the advent of self directed support, there will be more opportunities to have more personalised support which will empower them through improved choice and control.

Edinburgh's Joint Carers' Strategy has been developed in partnership with key local stakeholders from Health, Local Authority, the voluntary sector and carers. The strategy outlines local priorities and outcomes for carers in Edinburgh for the next three years from 2014 to 2017. This integrated approach has outcomes for carers at its centre and made use of the *Wisconsin Logic Model* to develop the strategy *(see appendix 1a,1b).* The aim is that this strategy will be the main roadmap for support and improved outcomes to both young and adult carers in Edinburgh.

There are **six** priority areas identified within the strategy for Edinburgh's carers:

- **identifying carers**
- **information and advice**
- **carer health and wellbeing**
- **short breaks / respite**
- **young adult carers**
- **personalising support for carers.**

These priorities were identified from the process of using the Wisconsin Logic Model with stakeholders in a working group and from a review of the previous Carers' Strategic Action Plan for Edinburgh, *Towards 2012.* In addition, a mapping exercise of carer support was undertaken to outline what support is directly available to carers across Edinburgh and also to gain an understanding of gaps in support and carer's needs. A range of sources also contributed to the development of the six priorities including local information on carers' views, census data, market intelligence, key legislation, research reports, local and national policy.

The six priorities are broad strategic areas in relation to support for carers. Each has related sub categories as below:

Priority	Sub-Categories
Identifying carers	Awareness raising and publicity, hard to reach groups, workforce training of carers' needs and issues, working with employers / education providers, carers assessments (carer support plans), carer self-identification
Information and advice	Carer training, financial planning support, welfare benefits advice, carer advocacy, online and printed information and advice
Carer health and wellbeing	Flexible carer support, one to one support, group work, emotional support, counselling, emergency planning
Short breaks / respite	Flexible and creative short breaks
Young adult carers	Transition, identification, support, employment, training
Personalising support for carers	Meeting individual needs, self-directed support, choice and control, GIRFEC framework

To meet these priorities will involve undertaking a range of activities to support carers across the city. The impact or effectiveness of these activities can be measured through outcomes. Cook and Miller (2012) define outcomes as *"what matter to people using services, as well as the end result or impact of activities, and can be used to both determine and evaluate activity"*.

National policy and practice has shifted in recent years towards a focus on personal outcomes for people who use health and social care services (Miller and Daly, 2013). This means that what's most important to people in their daily lives and how they would like to be supported is established through an outcomes focused approach to assessment and support planning.

Through the implementation of the Joint Carers' Strategy, a range of outcomes will be met as outlined in the logic models (see appendix 1a,1b). The table overleaf outlines these outcomes for adult carers which are short term, medium term and long term outcomes.

Short term outcomes	Medium term outcomes	Long term outcomes
Carers are identified early and assessed quickly Carers have accessible and up-to-date appropriate information Carers report being well informed about issues relevant to their caring role Carers have improved personal safety in relation to their caring role Carers report easier access to social, recreational and therapeutic opportunities Carers are supported to address their own health and wellbeing	Carers report easier access to appropriate carer support or services Carers feel supported by services and have increased confidence towards their caring responsibility Carers are offered help with financial planning / benefits advice / general advice Carers report improved health and wellbeing Carers report improved confidence in planning, shaping and purchasing services for themselves and the person they care for	Carers have choice, collaboration and control in their caring roles Carers sustain their physical, social and mental wellbeing Carers report economic wellbeing

These outcomes will be met from the various activities from all stakeholders and agencies in the form of identifying carers, referral, assessment, planning and support. There is also a nested logic model with outcomes for young carers (see appendix 1b).

Therefore, the outcomes set out the expected impact of what's happening in terms of carer support provided by all agencies across the city. By measuring outcomes, this ensures that information is collected on whether support provided for the carer makes a positive impact on their lives.

Definition of a carer

There can be many terms used to describe the role of a person who cares for someone else other than in a professional or volunteering capacity. This can range from family carer, informal carer, unpaid carer to carer. All stakeholders in the development of this strategy have adopted national carers policy and use the term 'unpaid carer', abbreviated to 'carer' which is used by most carer organisations and carers. There should also be clarity that paid workers are not 'carers', and should be referred to as care workers. In addition, carers are not volunteers. There could be volunteers who provide support to the cared for person and/or the carer, but they too should not be known as the 'carer' (Scottish Government, 2010a).

For the purpose of the Edinburgh Joint Carers' Strategy, the following definition of an adult carer has been used throughout.

"Carers provide care to family members, other relatives, partners, friends and neighbours of any age affected by physical or mental illness (often long-term), disability, frailty or substance misuse. Sometimes the 'cared for' person will have more than one condition. Some carers care intensively or are life-long carers. Others care for short periods. The carer does not need to be living with the 'cared for' person to be a carer. Anybody can become a carer at any time, sometimes for more than one person. Carers are now, and will remain, fundamental to strong families and partnerships and to resilient and cohesive communities. The lives of carers and the 'cared for' person are closely intertwined, but they are not the same" (Scottish Government, 2010a).

The following definition of a young carer, used throughout this strategy is as follows, " *a child or young person aged under eighteen who has a significant role in looking after someone else who is experiencing illness or disability*" (Scottish Government, 2010b).

The Scottish Government is currently consulting on proposals for carers legislation. Depending on the outcome of that consultation, new definitions for both adult and young carers may have to be adopted locally to be in line with implementation of any new legislation.

Demographics

The provision of support to unpaid carers is a key local and national priority. There are over 492,000 unpaid carers in Scotland (Census 2011). This is almost one in ten of the Scottish population who are involved in providing care and support to a family member, friend or neighbour to enable that person to continue to live in their own community. However, caring for someone can often continue even when the person leaves their own home and moves into a care home or other residential setting.

The Census in 2011 revealed that the number of unpaid carers in Edinburgh dropped slightly from 38,876 in 2001 to 37,859 in 2011 (See table A below). In population terms, the number of unpaid carers in 2001 represented 8.7% of the total population in Edinburgh and this reduced to 7.9% in 2011.

However, the proportion of carers who provided 20 or more hours per week of unpaid care rose from 30.6% in 2011 to 36.2% in 2011. This equates to an additional 1,826 unpaid carers in the city undertaking unpaid care for more than 20 hours per week in 2011 as compared to 2001. In addition, the proportion of carers who provide 50 or more hours per week of unpaid care also rose slightly from 20.3% in 2001 to 21.1% in 2011. In terms of numbers, 8,004 unpaid carers provide 50 or more hours per week of unpaid care, which is 21% of all unpaid carers in Edinburgh.

The Census in 2001 outlined that there were over 11,000 young carers in Scotland. For Edinburgh, there were 775 young carers. This is lower than local estimates on the number of young carers, which placed this figure much higher at 2,000 (EADP, 2012) and even as high as 5,000 (PRTC, 2009). When the Census 2011 figures on young carers are released, it may reveal much higher numbers than in the 2001 census.

Census 2011	Scotland	Edinburgh
Number of unpaid carers	492,231	37,859
Number of carers who provide 1 to 19 hours per week of unpaid care	273,333	24,137
Number of carers who provide 20 or more hours per week of unpaid care	218,898	13,722
Number of carers who provide 50 or more hours per week of unpaid care	132,082	8,004

Table A: Demographics comparison of unpaid carers in Edinburgh and Scotland (Source: General Register Office for Scotland- 2011 Census).

As demographic and social trends in Scotland project increasingly greater future demand for caring for another person, more recognition and value is placed on the growing contribution and number of unpaid carers. They provide essential quality and skilled care and should be seen as equal partners in the provision of care. Without their input, the estimated cost of replacement care in Edinburgh is valued at £771M per annum (Carers UK, 2011).

Over the next twenty years, the General Register Office for Scotland predicts Edinburgh's population will grow by 19% from 505,368 in 2013 to 603,145 in 2033. The age structure of our population will also change. This projected 19% growth in Edinburgh's population cannot be matched by corresponding increases in health and social care spending. Therefore, doing more of the same is unsustainable and demand for health and social care services needs to be actively reduced.

Mapping of carer support

A mapping exercise to support the development of the strategy was undertaken during 2013, which gained information and understanding on the direct support to unpaid carers in Edinburgh. The mapping exercise focussed on information from the period 01 April 2012 to 31 March 2013. The information returned was from a range of mainly voluntary sector organisations and projects in Edinburgh who provide direct support to unpaid carers. Out of the twenty returns, most were from carer organisations and carer projects but not exclusively.

The mapping exercise highlighted that the numbers of unpaid carers directly supported by carer support agencies was around 5,000 carers. This represents 13% of all unpaid carers in the city (Census 2011). Out of this number, 2,500 were new carers to these providers and over 8,500 unpaid carers were on mailing lists to receive information.

There is a wide range of carer support services available across Edinburgh including short breaks/respite, carer training, emotional support, support groups, advocacy and financial support and advice. However, there are notable differences between service delivery volumes of different services and between ages of carers (see table B below). However, this does not reflect the demand for some of these services. The service provision volumes in each geographical sector area were not able to be determined by the mapping exercise.

Service provision	Service volumes per annum (hours) [Adult carers]	Service volumes per annum (hours) [Young carers]
Information and advice	8,681	20
Advocacy (non-independent)	192	0
Short breaks/respite**	40,193	2,085
Emotional support	1,049	0
Groupwork/support group	1,785	4,742
One to one support	10,683	528
Counselling	1,681	90
Financial support and advice	2,116	0
Carer training-task of caring	1,176	0
Carer training-work/education/employment	0	0
Social and leisure opportunities	3,831	210
Other	2,642	0

Table B: Service volumes of carer support provided by carer support agencies in Edinburgh
**[Please note for short breaks and respite, service volumes shown in the table are only a subset of a much larger provision which are included in the Council's statutory respite annual return]

For adult carers, the highest volume of service provision is short breaks/respite followed by one to one support then information and advice. The lowest volumes of service provision of carer support to adult carers are carer training specific to work/education/employment and counselling. For young carers, the highest volumes of service provision are group work/support groups followed by short breaks/respite. The lowest volumes of service provision to young carers are advocacy, emotional support, carer training and financial support and advice.

In terms of geographical locality of the main offices of carer support providers, the highest number (30%) were based in South West Edinburgh, with 25% based in North East Edinburgh and 25% based in other locations including the city centre and Midlothian. Only 5% had a main office in South East Edinburgh. However, service provision volumes in each geographical sector were not able to be determined by the mapping exercise.

The gaps in support as identified by the agencies who responded to the mapping exercise included a need for more dedicated emotional support work; women from minority groups; more local, flexible respite services; respite breaks for the carer and cared for person; more accessible information on short breaks and respite; support to carers aged 16 to 25 years old and more locally accessible advice, counselling, advocacy and emotional support.

Some of the issues identified by the respondents included resistance to, and a negative experience by some carers of carer's assessments/carer support plans. Another key issue for carer support providers was sustainability of funding and capacity to develop effective services. There was also a view from some around difficulties of how to identify hidden carers in the city and an apparent lack of local carer support service provision based in the South of Edinburgh.

VOCAL Survey 2013

The understanding of carers' needs in Edinburgh was also established through the recent independent VOCAL survey of carers who use their services in Edinburgh and Midlothian (VOCAL, 2013). The survey was undertaken as part of their jointly commissioned contract and separate from the mapping exercise. The survey was mailed out to over 5000 carers and received 714 responses from carers in Edinburgh and Midlothian. Key findings from the report include that 85% of carers report that the help they receive from VOCAL makes a difference to their lives. The report highlighted that 63% of carers feel that they know little or nothing about self-directed support.

The survey found that in relation to carer's assessments, 58% of carers said they would prefer someone from their local carers centre to carry out a carer's assessment, 25% said they would prefer someone from the NHS to carry out the assessment. A significant 84% of carers stated that financial planning for the future is very important to them, 74% said maximising benefits is important to them. In relation to use of technology, 74% of carers said that they have used the internet within the last three months, but 18% of carers said they have never used the internet (VOCAL, 2013).

These findings from the mapping exercise and the VOCAL survey will help inform and shape the implementation of the strategy at both a local and citywide level. It will also provide useful information for future commissioning plans for the development of carer support aligned to the identified priorities in the city.

National Policy Context

One of the key national policy documents which underpins this local carers' strategy is Caring Together, The Carers Strategy for Scotland (2010-15) and its linked young carers' strategy, Getting it Right for Young Carers, The Young Carers Strategy for Scotland (2010-15). The Scottish Government outline that carers should be recognised as equal partners in the planning and delivery of care and support in Scotland. The knowledge of carers, their expertise, compassion and quality of caring should be fully valued as it contributes to the overall health and social care system. Therefore, by providing adequate support to carers as early as possible to prevent a crisis, carers can continue in their caring role without significant detriment to their own health and wellbeing.

In relation to young carers, the Scottish Government are committed to ensuring that young carers can be relieved from any inappropriate caring duties and instead are supported to be children and young people first. The national strategy for young carers endorses an approach which puts the child or young person at the centre and coordinates support around them in order for their needs to be met including the impact of caring on their educational needs and own health and wellbeing.

The following headline message from 'Caring Together' has been recognised and endorsed at a local level in the development of this Joint Carers' Strategy.

"Carers are equal partners in the planning and delivery of care and support. There is a strong case based on human rights, economic, efficiency and quality of care grounds for supporting carers. Without the valuable contribution of Scotland's carers, the health and social care system would not be sustained. Activity should focus on identifying, assessing and supporting carers in a personalised and outcomes-focused way and on a consistent and uniform basis".

The significant investment to carer support in Scotland made by the Scottish Government in recent years has been welcomed and aided much progress and development across Scotland, both at a national and local level which has helped to improve support provided for carers.

However, many other national policies and legislation have had an influence or impact in shaping how carers are supported today. Below is a list of some of these (also see appendix 5):

- Social Care (Self-Directed Support) (Scotland) Act 2013
- Integration of Health and Social Care
- Welfare Reform Act 2009 and 2012
- NHS Carer Information Strategy, NHS Circular HDL (2006) 22

- Care 21 Report (2006): The Future of Unpaid Care in Scotland
- Personalisation Agenda
- Reshaping Care for Older People
- Getting It Right for Every Child

Some of the national policies such as personalisation and self-directed support will have a significant impact on the lives of carers and the people they provide care to. Personalisation can be described as a social care approach which promotes choice, control and independence for people who use services. Key elements of personalisation are active citizenship, the promotion of stronger communities and preventative action. However, this agenda applies as much to carers as those that they provide support to and highlights the interdependencies between them (Department of Health, 2010).

Self directed support (SDS) is a term that describes the different ways in which individuals and families can have informed choice about how their support is provided and how they can shape that. In social care and support, SDS allows people to have control over an individual budget, allowing them to make choices about how it is spent in order to meet their agreed health and social care outcomes. The legislation which underpins this is the Social Care (Self-Directed Support) (Scotland) Act 2013 which requires that local authorities offer people four choices on how they are able to access their social care and support. The four options are as follows:

- **Option 1**, the local authority makes a ***direct payment*** to the supported person for them to arrange their support (this can include the purchase of support);
- **Option 2**, the supported person chooses their support and the local authority makes arrangements for the support on the person's behalf ***i.e. they direct the available budget***;
- **Option 3**, the ***local authority*** selects the appropriate support and ***arranges support*** on behalf of the supported person, and;
- **Option 4**, a ***mix of options*** 1, 2 and 3 for specific aspects of a person's support.

Being able to make choices is very important to carers. However, a combination of the current economic situation and reforms in welfare benefits are being felt hard by many carers. UK policies such as the Welfare Reforms are reported as having negative effects on carers and the people that they care for and the cause of much anxiety (Carers UK, 2013). Carers need the right support, information and advice to get the help they require, alleviating some of these financial pressures.

Many carers also have to attempt to balance employment with their caring role. This is the case for over three million people in the UK (Age UK, 2013). Some carers struggle to do both and often have to give up work as they may have caring responsibilities during working hours, including transport and accompanying the person that they care for to hospital appointments (Age UK, 2013). Yet, if employers have carer friendly policies in place including being able to reduce working hours or change shift patterns, this can help allow many carers balance work and caring (Age UK, 2013).

Another national policy area is prevention which is pivotal in how carers and the person they care for are supported. Due to the demands on resources, health and social care finances have been traditionally focused on meeting legislative requirements aimed at those with the greatest needs. It is now recognised that this approach is costly, both in human and financial terms. However, if support is offered at an earlier stage in people's lives, when needs begin to become known, this requires less intensive interventions over a shorter time period.

Prevention can be viewed in the context of the wider transformation of health and social care, including health and social care integration, self-directed support and the shift from institutional to community based provision. Prevention includes developing information and support to promote and improve people's quality of life, independence and engagement with their communities aiming to prevent any deterioration in their situation. Much of carer support is focused on a preventative approach and intervening as early as possible in a carer's journey.

The policy on shifting the balance of care is a central area within health and social care policy which is intended to bring about improvements in service delivery and health outcomes. Shifting the balance of care is a term used to describe change at a number of levels, including for example, shifting the location of care towards more community-based facilities. This means that services are developed and provided closer to the person's own home and community and they have more control over managing their condition. This national policy has been adopted locally in Edinburgh.

Carers have rights and much of these are underpinned by legislation such as the Community Care and Health (Scotland) Act 2002, Children (Scotland) Act 1995 and Social Work (Scotland) Act 1968. Carers' rights include the right to request their own assessment and that their views must be taken into account when an assessment is undertaken of the person that they care for. The Scottish Government is consulting on proposals for new legislation for carers, which hopefully will further reinforce both carers' rights and appropriate levels of support. The Scottish Government has also commissioned Carers Scotland and MECOPP to develop a Scottish Carers Rights Charter, which will be published later this year.

Edinburgh Policy Context

The previous Edinburgh Strategic Action Plan for Carers, Towards 2012 (2007-2012) was developed by a multi-agency partnership and through its implementation, carer support in Edinburgh was developed along with improvements in performance in areas such as increased numbers of carers assessments and increased capacity and flexibility of short breaks and respite.

A review was undertaken of *Towards 2012* and this helped to inform the Joint Carers' Strategy including the development of strategic priorities and outcomes for carers. Carer organisations and carer projects along with carers played a key role in responding to the consultation along with various professionals.

A city wide consultation was undertaken on the draft Joint Carers' Strategy from 02 September to 31 October 2013 and widely promoted through the city using a collaborative approach. There were a series of focus groups held by local carer organisations which aided feedback and encouraged carers to raise issues and complete questionnaires in their own right.

An online and printed questionnaire was used to gain feedback from the public and staff. From the 3,500 consultation questionnaires distributed, 317 were completed and returned to us. The response rate was 9%. The main respondents were carers (92%). In terms of demographics, 12% of respondents were young carers under 16 years old, only 2% were aged 16 to 25, 40% were aged 25 to 64 years old and 43% were 65 years and older. Of those respondents aged over 65 years old, 17% were aged 75 and over.

The six priorities in the draft Joint Carers' Strategy were broadly welcomed by respondents. The consultation feedback outlined some areas for improvements in carer support and included:

- More and better financial and benefits advice help for carers
- More emotional support, information and advice
- More flexible short breaks, tailored to individual needs and more breaks
- More information on short breaks
- More dedicated young adult carer support (aged 16 to 25)
- Improve transition services between young carer and young adult carer support
- Continue to provide support to young carers through schools, colleges, community centres and GP surgeries
- Drop in's for carers at GP surgeries
- Establish a carers register
- Information packs for carers at social hubs, libraries and GP surgeries

- More district nurses visiting elderly and disabled people in their homes
- Provide contact numbers for help in the house and reliable tradesmen
- Consider the needs of people from Minority Ethnic groups
- More funding for support groups

A range of local strategies, plans and policies have helped to contribute to both the development and support to carers in Edinburgh. These include the following:

- Towards 2012 - Joint Carers' Strategic Action Plan for Edinburgh (2007-2012)
- NHS Lothian Carer Information Strategy (2008-2011)
- Live Well in Later Life: Edinburgh's Joint Commissioning Plan for Older People (2012-2022)
- Our Lives, Our Way (2007) - Lothian Joint Physical and Complex Disability Strategy
- Edinburgh Joint Learning Disability Capacity Plan (2010-2020/25)
- Edinburgh Commissioning Plan for Adult Social Care (2011-2016)
- A Sense of Belonging - Lothian's Joint Mental Health and Wellbeing Strategy (2011-2016)
- Edinburgh Alcohol and Drug Partnership (EADP) Strategy (2011-2014)
- Towards an Edinburgh Autism Strategy (2013)
- Market Shaping Strategy (2013-2018)

Implementation of local policy has enhanced and developed support to carers in the city. Carer support in Edinburgh is well developed due to a mixture of established carer organisations and carer specific support projects alongside statutory community care provision including short breaks, home care and day centres.

Most direct carer support such as advice and information, carer training, emotional support and carer advocacy is provided by the voluntary sector but not exclusively. Recent growth of these carer support services has mostly been from external funders such as the Big Lottery Fund or funding via NHS Lothian Carer Information Strategy, which has now been superseded through implementation of the National Carers' Strategy at a local level.

Local priorities for adult carers

Identifying carers

Whilst many improvements have been made over the years to improve and develop support to carers through policy and new initiatives, being a carer can be rewarding but also a complex and challenging role to undertake. The start of this journey into caring is a pivotal stage where carers can be identified either by themselves or through contact with professionals. This step is vital as it can offer an assessment of the carer's needs along with access to appropriate carer support.

Through taking a preventative approach to identifying carers, it is essential that the timing is right. Whilst some carers will self-identify, some carers do not wish to be identified as a carer, instead seeing their role as their duty. In order to achieve effective carer identification, engagement and involvement, there has to be a well performing multi-agency partnership operating which is supported through further networks that extend within and beyond our health and social care structures (CIRCLE, 2011).

We need to ensure that there are enough carer awareness and publicity materials out in our communities so that carers can self-identify and come forward for support. This includes 'hidden carers' and our more hard to reach groups such as carers from ethnic minority communities, refugees, gypsy travellers or LGBT carers. However, Flanagan and Hancock (2010) highlight that the term 'hard to reach' is a contested and ambiguous term that is commonly used within the realm of health and social care, especially in discussions around health and social inequalities. Flanagan and Hancock (2010) outline that there is a need to address health inequalities and to actively engage the marginalised and socially excluded sectors of our society in service provision.

In addition, for young adult carers, there can be many reasons for them not wishing to self-identify, including the possible stigma of a parent's physical or mental health condition or drug and/or alcohol addiction. Therefore, not only should there be more work to look at new ways to identify carers but also how providers make their services more accessible to accommodate the needs of a diverse population. We also need to explore models for undertaking carer's assessments (carers support plans) which are more outcomes focused.

Strategic Objectives:

- To ensure effective carers awareness raising along with new and innovative approaches to identifying carers including how providers can adapt services to better meet the needs of 'hard to reach' groups and hidden carers.

- To explore other models of undertaking carer's assessments (carers support plans) which are outcomes focused.

Carer Outcome:

- Carers are identified early and assessed quickly

Information and advice

Information and advice is a cornerstone of carer support. Without the right information and advice at the right time often heightens the anxiety felt by carers, especially at the beginning of their caring journey. So having the right person alongside carers to help them navigate through a sometimes complex array of information can often be essential. However, for some carers, their preference is online information and advice and this can be from a mixture of voluntary organisations or from statutory agency websites.

Yet sometimes specialist advice is required to help carers including financial, welfare or legal advice. A recent national report has found that seven out of ten carers were not prepared for the financial impact of caring (Age UK, 2013). Carer organisations can both refer carers onto specialist agencies or work in partnership with them to deliver local or city-wide solutions. There are also times when carers require support from advocacy services to help them make a point or raise an issue. In addition, carers can benefit from more formalised carer training courses on a wide range of subjects including condition specific or how to deal with changing relationships.

Strategic Objective:

- To continue to develop quality information and ensure provision of a range of quality advice and carer training is available across the city.

Carer Outcomes:

- Carers have accessible and up to date appropriate information
- Carers report being well informed about issues relevant to their caring role
- Carers feel supported by services and have increased confidence towards their caring responsibility
- Carers are offered help with financial planning, benefits advice and general advice

Carer health and wellbeing

Carers' health is often affected by tiredness, isolation and lack of their ability to enjoy social or recreational activities (OPM, 2011). In addition, caring for someone can be seen sometimes as a burden (Morris, 1993) which is negative and creates a tension towards the cared for person (Coulshed and Orme, 2012). So for many carers, their caring role is often alongside and in addition to statutory services provided to the cared for person. In turn, this can lead to carer stress as there can be a perceived loss of identity through providing that care and that they are only viewed by society as a carer (Coulshed and Orme, 2012). Yet Mackenzie and Greenwood (2012) highlight that both the positive and negative experiences of carers should be taken into account by professionals when supporting them. Thus, whilst being a carer can bring considerable challenges, there are positive elements to caring for someone that you deeply care about.

There are many ways to improve the health and wellbeing of carers and these include the provision of flexible carer support, one to one support, group work and support with emergency planning. For some carers, due to a build up of stress or anxiety, counselling services or emotional support can greatly assist their wellbeing.

Strategic Objectives:

- To make carer health and wellbeing a priority area and seek ways in which flexible carer support, practical and emotional support can be made more available to those carers who require it.
- In Edinburgh, we will work with key employers in the city to develop and promote awareness of carer friendly policies in the workplace.

Carer Outcomes:

- Carers are supported to address their own health and wellbeing
- Carers report easier access to social, recreational and therapeutic opportunities
- Carers report economic wellbeing
- Carers report improved health and wellbeing
- Carers have improved personal safety in relation to their caring role

Short breaks / respite

Short breaks and respite always feature highly in priorities for carers. These can be delivered in many ways including imaginative and flexible solutions to more traditional residential units. Some examples locally include the 'Stepping Out' short breaks service which is a residential weekend away for carers. Also, there is 'Breakaway', a flexible break which gives families a choice about how to spend their respite time, more creatively rather than allocating them a fixed number of nights at a respite centre.

The development of more personalised and flexible short breaks for carers and the person that they care for has featured significantly in local provision for carer support in Edinburgh in recent years and is in line with National Short Breaks Policy (Scottish Government, 2008). Additional funding for short breaks and respite in Edinburgh has been allocated by the Council in recent years to help meet local demand and contribute to national targets set by the Scottish Government.

National funding for development and expansion of short breaks provision has also been well received locally with many voluntary organisations securing funding from the Creative Breaks or Short Breaks fund managed on behalf of the Scottish Government by Shared Care Scotland.

Strategic Objective:

- To ensure the development of more flexible and creative short breaks as a priority for carers in the city.

Carer Outcomes:

- Carers report easier access to appropriate carer support or services
- Carers sustain their physical, social and mental wellbeing

Young adult carers

Within this strategy, importance will be given to how best to identify, assess and support young adult carers. The Scottish Government define young adult carers as aged between 16 to 25 years old and recognise that they have their own particular needs, but usually with limited resources to meet these needs (Scottish Government, 2010b).

One key stage for young adult carers is the transition into adulthood. This comes at a time when their peer group are either leaving school, entering training programmes, further or higher education or seeking employment. At this point, they have to juggle many demands and responsibilities including their caring role, whilst coping with their own physical and emotional changes.

We want to ensure positive destinations for young carers as they grow up and leave school. For young people who have already been identified as a young carer, it is vital that we offer a reassessment of their needs as they approach adulthood to help them manage the various transitions and associated issues in their lives. For young adults whose caring role has not been previously recognised by agencies, they should be helped to come forward and offered an assessment and support plan.

Even though they could access activities or adult carer support services, many young adult carers choose not to. This could be a combination of a lack of confidence, low self-esteem or the provision doesn't match their needs or peer group. Therefore, it is crucial that partners across all sectors consider how they can adapt and respond to improve outcomes to young adult carers.

One approach to address this situation could be a transition service with a multi-agency partnership approach to offer the right type of personal support at the right time to meet the needs of young adult carers. In addition, the Scottish Government's *More Choices, More Chances* strategy advocates a multi-agency approach to support young people into positive and sustained destinations (Scottish Executive, 2006b). This approach is in line with the principles of Getting It Right for Every Child (GIRFEC). Within the approach is a focus on early identification, early intervention and re-engaging with those young people to help them back into learning, training and employment.

Strategic Objective:

- To develop a multi-agency partnership approach to identifying, assessing and personal support at the right time to young adult carers.

Carer Outcomes:

- Carers are identified early and assessed quickly
- Carers report economic wellbeing

Personalising support for carers

Personalising support for carers can make a significant difference to the quality of the lives of carers and the person they care for, if they receive the support that delivers the best outcomes for them, when they need it and they feel in control of that support. Coulshed and Orme (2012) outline that although the rolling out of direct payments and personalisation introduced changes in how purchasing and providing care can be achieved, this still left a vast legion of unpaid carers in society caring for someone. Now, with the introduction of new legislation in Scotland for self-directed support, carers will have much more choice and control for themselves in how their support is shaped and delivered.

Strategic Objective:

- To continue to develop how we personalise support to carers to deliver the best outcomes for them.

Carer Outcomes:

- Carers report improved confidence in planning, shaping and purchasing services for themselves and the person they care for
- Carers have choice, collaboration and control in their caring role

Local priorities for young carers

Identifying carers

Many children and young people do not see themselves as 'carers' and many are not identified as such by the universal services they are in contact with (Scottish Government, 2010b). The early identification of a young person as a young carer is important to enable the necessary support to be put in place. Schools play the key organisational role in identification of children's needs and issues within Getting it Right for Every Child. This may be as a point of contact for others who recognise a concern, or staff in the school may themselves identify that something is affecting the young person. Peers can also play a part in recognising the challenges one of their friends is facing.

Promotion of awareness about young carers among school staff and young people in all schools, as well as staff in adult services, will continue to be addressed. In addition, work will also take place with staff in other settings that young people access to raise awareness of young carers. Many young people from BME communities may have quite different expectations and understanding of appropriate caring roles and these differences should be taken into account in the identification process.

Strategic Objective:

- To ensure that in Edinburgh any young person undertaking a caring role that impacts on their development is identified by school or other staff, as appropriate, and a Getting It Right for Every Child assessment is completed.

Carer Outcome:

- Young carers are identified, assessed and supported in their educational setting and any other appropriate settings

Information and advice

As identified earlier in this strategy, information and advice is a cornerstone of carer support and this also rings true for young carers. Since many young people who are providing care do not recognise themselves as 'young carers', it is all the more important that they can easily access up-to-date and relevant information and advice

from general sources on the support that is available to them (Scottish Government, 2010b). It will be important that partners develop accessible and age relevant information for young carers and also for those working with them to use. Young people are avid users of the internet; in 2013, 93% of all 5-15 year olds used the internet (Ofcom, 2013). It is important that partners meet this desire for online information. The provision of training and advice for young carers will be to support and promote the resilience of young people rather than enabling them to be 'better carers.'

Strategic Objective:

- All young people in a caring situation in Edinburgh will be able to access good quality, age appropriate information and advice using a range of media.

Carer Outcomes:

- Young carers have accessible and up to date appropriate information
- Young carers are offered help at the appropriate time with financial planning, benefits advice and career advice

Carer health and wellbeing

The pressures on young people in general are being increasingly recognised and those young people in caring situations face further or additional pressures (Scottish Government, 2010b). Some young carers will have caring responsibilities that do not heavily interfere on their schooling, leisure time and friendships. At the other end of the spectrum however will be young carers whose health, well being and development are very significantly affected. It will be important for all partners in Edinburgh working with young carers to address the health and well being of the young carers. This will include both physical health and mental health.

Strategic Objective:

- To ensure that young carers' health and wellbeing needs are understood and are addressed by early and appropriate support.

Carer Outcomes:

- Young carers are supported to address their own health and wellbeing
- Young carers report improved health and wellbeing
- Carers sustain their physical, social and mental wellbeing

Short breaks/respite

Getting time away from caring and other responsibilities is important for young carers. This can include meeting other young carers on a regular basis at specialist respite group activities or residential trips away. Funding from statutory agencies has primarily enabled the regular respite group sessions to take place whilst young carer organisations have generally used charitable trusts funding to support residential activities. There is scope to widen the range of organisations that could support young carers to access respite opportunities. It should also be recognised that going on holiday or outings as a family unit can also be important to young carers.

Strategic Objective:

- To ensure that there is a wide range of attractive and appropriate short break and respite opportunities available to young carers in Edinburgh.

Carer Outcomes:

- Young carers report easier access to social, recreational and therapeutic opportunities
- Young carers receive appropriate support
- Young carers feel better supported in their caring role

Personalising support to carers

Young people should receive the responses that are indicated by the understanding that emerges from an assessment of their situation. This may range from a more flexible approach by a school based on a recognition of the young carer's circumstances, through improved service provision to the cared for person, to engaging the young carer in activities or supports that suit their situation. These activities or supports may be delivered in carer specific settings or universal settings.

Strategic Objective:

- To ensure that the responses for each young carer are consistent with the actions indicated by the assessment and contained in the Getting It Right Childs Plan.

Carer Outcomes:

- Young carers report inclusion in planning and shaping and purchasing services for themselves and the person they care for
- Carers have choice, collaboration and control in their caring roles

Conclusion

The Joint Carers' Strategy will provide the roadmap for carer support in Edinburgh for the next three years and will guide the future commissioning of carer support. It will help provide focus and direction to all stakeholders to work collaboratively to deliver and measure the best outcomes for carers regardless of their age.

The implementation of the strategy will be regularly monitored and performance managed through the development of an action plan. Reporting on progress will occur through the local carer planning and Committee structures that are in place in the city.

To conclude this strategy, we have included a selection of some of the voices of carers from consultation.

"Most people only ask for help when a crisis arises….can only be helped by early intervention."

"There is not enough support for carers. A lot of people don't know where to go for help."

"For young carers, the priority should be support as it's not about making them better at caring, it's about letting them be children first and foremost."

"It's important for carers to realise that they do have choices and rights and that there is support out there."

"It is extremely important that carers continue to be supported and are kept fully informed of changes."

"Every carer should have support and respite and a bit more financial support."

"Support to carry on working, not to have to give up"

"Support should be proactive and not reactive"

"Carers want to be taken seriously."

Appendix 1a: Edinburgh Joint Carers' Strategy- Main Logic Model

Below is a simplified extract. For full versions of the logic models, please download from www.edinburgh.gov.uk/jointcarersstrategy

INPUTS

The City of Edinburgh Council

NHS Lothian

Voluntary Sector

Priorities

Identifying carers

Information and advice

Carer health and wellbeing

Short breaks/respite

Young adult carers

Personalising support for carers

Activities	Participation
Identification/recording of carers Awareness raising amongst employers, employees, volunteers Communication strategy in support of capacity building Promotion of personalised support Promotion of safety in home Mainstreaming access to support Promotion of positive health outcomes Development of financial support services	Adult carers Young Carers Young adult carers 'Cared for' person Service users Service providers Employers Employees Students Volunteers Trainers

Short Term Outcomes	Medium Term Outcomes	Long Term Outcomes
Carers are identified early and assessed quickly Carers have accessible and up to date appropriate information Carers report being well informed about issues relevant to their caring role Carers have improved personal safety in relation to their caring role Carers report easier access to social, recreational and therapeutic opportunities Carers are supported to address their own health and wellbeing	Carers report easier access to appropriate carer support or services Carers feel supported by services and have increased confidence towards their caring responsibility Carers are offered help with financial planning/benefits advice/general advice Carers report improved health and wellbeing Carers report improved confidence in planning, shaping and purchasing services for themselves and the person they care for	Carers have choice, collaboration and control in their caring roles Carers sustain their physical, social and mental wellbeing Carers report economic wellbeing

Appendix 1b: Edinburgh Joint Carers' Strategy- Nested Logic Model for young carers

Below is a simplified extract. For full versions of the logic models, please download from www.edinburgh.gov.uk/jointcarersstrategy

INPUTS

The City of Edinburgh Council

NHS Lothian

Voluntary Sector

Priorities

Identifying carers

Information and advice

Carer health and wellbeing

Short breaks/respite

Young adult carers

Personalising support for carers

Activities	Participation
Identification, assessment and recording of young carers Awareness raising amongst schools/other educational establishments / employers/ GPs other Healthcare providers Development of whole school policies for young carer support Provide staff training Promotion of whole family support Provide activities which deliver positive outcomes against the wellbeing indicators Provide support with transition Provide informal educational opportunities Provide respite from caring role Promote children's rights and the UNCRC	Young Carers Young adult carers 'Cared for' person Schools/other educational establishments Statutory and voluntary service providers Specialist young carer services GP's/Healthcare providers Employers/Employees Students/Volunteers Trainers

Short Term Outcomes	Medium Term Outcomes	Long Term Outcomes
Young Carers are identified, assessed and supported in their educational setting Young Carers have accessible and up to date appropriate information Carers report being well informed about issues relevant to their caring role Young Carers report easier access to social, recreational and therapeutic opportunities Young Carers report reduced barriers to participation in formal and informal education Young Carers are supported to address their own health and wellbeing	Young Carers receive appropriate support Young Carers report improved health and wellbeing Young Carers feel better supported in their caring role Young Carers are offered help at the appropriate time with financial planning, benefits advice and career advice Young carers report inclusion in planning and shaping and purchasing services for themselves and person they care for	Carers have choice, collaboration and control in their caring roles Carers sustain their physical, social and mental wellbeing Carers report economic wellbeing

Appendix 2: The Wisconsin Logic Model

In order to develop the Edinburgh Joint Carers' Strategy, the working group agreed to make use of the Wisconsin Logic Model (see appendix 1a,1b). The following summarises its value as both a planning and evaluation tool:

- it brings detail to broad goals
- helps to identify logical gaps in strategies
- it is outcomes focused
- builds consensus about what the strategy is and how it will work
- makes underlying assumptions explicit
- helps to clarify what is appropriate to evaluate
- summarises complex strategies to communicate with stakeholders
- enables effective competition for available resources.

The logic model for the Joint Carers' Strategy was developed over many facilitated sessions, taking into account both existing national and local outcomes for carers. The development of the logic model allowed reflection on the current situation and proposed new short term, medium term and long term outcomes to be developed for carers. Priorities were then established along with activities and illustrative measures of performance.

Appendix 3: Membership of Edinburgh Joint Carers' Strategy Working Group

Name	Organisation
Gordon Dodds [Chair]	Planning and Commissioning Officer (Carers), Integrated Carers Team, Health and Social Care
Elizabeth Anne Ewing	Carers Reference Group
Seb Fischer	Chief Executive, VOCAL
David Hoy	Commissioning Officer, Children and Families
Alison Jarvis	Carer Lead Officer, NHS Lothian
Carole Kelly	Carer Services Development Manager, Integrated Carers Team, Health and Social Care
Marion Lacey	Facilitator, Social Value Lab (*funded by the Scottish Government's, Developing Markets Programme*).
Wendy Laird	Carers Reference Group
Madi Martin	Carer Coordinator, Integrated Carers Team, Health and Social Care
Ruth MacLennan	Manager, Care for Carers
Suzanne Munday	Director, MECOPP
Margaret Murphy	Manager, Edinburgh Young Carers Project
Lynne Porteous	Facilitator and Early Intervention Strategic Manager, Children and Families
Jacquie Robertson	Planning and Commissioning Officer (Carers), Integrated Carers Team, Health and Social Care
Donny Scott	Service Manager, Family and Community Support, Children and Families

Appendix 4: References

Age UK, Carers UK et al (2013) *Prepared to care? Exploring the impact of caring on people's lives,* London, Carers UK.

Carers UK (2011) *Valuing Care: Calculating the value of carers' support*, London, Carers UK.

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Department of Health (2010) *Carers and personalisation: improving outcomes*, London, Department of Health.

Edinburgh Alcohol and Drug Partnership (EADP) (2012) *Assessment of needs and review report on children and families affected by substance misuse.*

Flanagan, S.M. and Hancock, B. (2010) 'Reaching the hard to reach'- Lessons learned from the VCS (Voluntary and Community Sector) A qualitative study, *BMC Health Services Research*, 10:92.

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OPM (2011) *Support Needs of Older Carers in Edinburgh,* London, OPM.

Princess Royal Trust for Carers (PRTC) (2009) *Mapping of services to young carers in Scotland,* Glasgow, PRTC.

Scottish Executive (2006a) *Care 21 Report: The Future of Unpaid Care in Scotland,* Edinburgh, Scottish Executive.

Scottish Executive (2006b) *More Choices, More Chances*, Edinburgh, Scottish Executive.

Scottish Government (2010a) *Caring Together, The Carers Strategy for Scotland (2010-15),* Edinburgh, Scottish Government.

Scottish Government (2010b) *Getting it Right for Young Carers, The Young Carers Strategy for Scotland (2010-15),* Edinburgh, Scottish Government.

VOCAL (2013) *VOCAL Carer Survey 2013*, Edinburgh, VOCAL.

Appendix 5: National policies, guidance and legislation

- Public Bodies (Joint Working) (Scotland) Bill
- Self Directed Support Strategy (2010)
- The Keys to Life (2013) – National People with Learning Disabilities Strategy
- Short Breaks (Respite) Guidance: CCD 4/2008
- Community Care and Health (Scotland) Act 2002
- Changing Lives: 21st Century Social Work Review
- The National Programme for improving Mental Health and Wellbeing, including the 'Choose Life' and Anti-Stigma strategies
- Scottish Strategy for Autism
- The Road to Recovery – National Drugs Strategy
- Changing Scotland's Relationship With Alcohol (A Framework for Action)
- Reducing Delayed Hospital Discharge
- Equally Well - Reducing Health Inequalities
- National Outcomes - Single Outcome Agreement / Talking Points
- Shifting the Balance of Care
- Better Health, Better Care

Appendix 6: Glossary

Advocacy	Advocates speak for people who are unable to speak up for themselves, or feel that others may not be listening to their views and opinions. Advocates can act on a peson's behalf so their voice is heard and their rights and interests are protected. Advocates operate independently of other services.
BME community	Black and Minority Ethnic community
Commissioning	The process of planning and delivering services. This involves understanding needs, planning how these should be met and putting services in place, either by delivering services directly or purchasing them.
Direct Payments	Payments from the Council so that people have the means of controlling their own care at home, allowing more choice and flexibility. They can be used, for example to employ a personal assistant; buy agency services from private providers, or services from a voluntary organisation; buy local authority services, and so on. See also **self directed support.**
LGBT	Lesbian, Gay, Bisexual or Transgender.
Personalisation	An approach to social care which gives people greater choice, control and flexibility over the kind of care they want. Choices may include a direct payment managed by a third party, directing an individual budget, support from the local authority or from another provider. The choice can also be a combination of these. See also **self directed support.**
Prevention	To develop services and provide information and support to promote and improve people's quality of life, independence and engagement with their communities and to prevent any deterioration in their situation. There are three levels of prevention. • ***Primary Prevention*** **–** supports aimed at people who have little or no particular social care needs or symptoms of illness but who can support the achievement of outcomes related to the maintenance of independence, good health and wellbeing. • ***Secondary Prevention*** **–** supports aimed at people identified as 'at risk' and who want to halt or slow down any deterioration and actively improve their situation. • ***Tertiary Prevention*** – supports aimed at helping people who want to minimise the impact of disability or deterioration from established health conditions or complex social care needs.
Self directed support (SDS)	A term to describe the ways in which individuals and families can have informed choice about how the way support is available to them. It includes a range of options for exercising these choices, including **direct payments.**
Third sector	An umbrella term for a diverse range of organisations such as voluntary groups, charities, social enterprises, community organisations, etc.

Corporate Policy & Strategy Committee

10.00am, Tuesday, 13 May 2014

Community Policing Service Level Agreement

Item number	7.8
Report number	
Executive	
Wards - All	

Executive summary

The report presents a proposed Service Level Agreement (SLA) between the Council and Police Scotland. The SLA includes the level of services to be provided by Police Scotland for the £2.60m of funding they have been awarded by the Council for 2014-2015. The SLA has a monitoring framework in the form of Key Performance Indicators (KPIs). Scrutiny arrangements for this SLA are also outlined.

Edinburgh receives benefit as a city through the funding of additional community based police officers to support local priorities including violence and crime reduction and an increased response to anti-social behaviour.

Links

Coalition pledges	**P32, P34**
Council outcomes	**CO21**
Single Outcome Agreement	**S04**

Report

Community Policing Service Level Agreement

Recommendations

It is recommended that Committee:

1.1 Agree the Service Level Agreement with Police Scotland set out in Appendix 1 including the Key Performance Indicators at Appendix 2.

Background

2.1 Edinburgh has been at the forefront of joint partnership working between the Council and Police Scotland to reduce crime, violence and antisocial behaviour (ASB) in the city. This successful approach has been supported by the Council funding of additional community police officers. In the past four years ASB complaints have reduced by 44%. Recent figures show that 91% of residents feel safe after dark.

Main report

Service Level Agreement (SLA) and Key Performance Indicators (KPIs)

3.1 The Council has recently agreed to continue the £2.60m of funding to Police Scotland.

3.2 The agreed coalition budget motion of Thursday 13th February 2014 stated that the intention was to:

> "Reject the proposal to reduce funding to Police Scotland for community policing - on the specific written understanding that both partners will work to develop a service level agreement (SLA) focusing on Edinburgh's needs within Police Scotland's portfolio of services. That SLA (which will explicitly include Road Safety training) will be monitored and assessed against performance via a Partnership Agreement between Police Scotland and the City of Edinburgh Council, with regular reporting to the newly established Police and Fire Scrutiny Committee and the Transport and Environment Committee "

3.3 A robust SLA has been developed as directed in the budget motion above. This agreement and associated KPI's are attached at Appendices 1 and 2.

3.4 This SLA is a one year agreement, in place for 2014/15.

3.5 The SLA is presented to Committee for approval. Monitoring and scrutiny will be through the Police and Fire Scrutiny Committee, with the KPI's also being reported to the Health, Social Care and Housing Committee and Transport and Environment Committee.

3.6 Operation and delivery of the SLA will be through the current Tasking and Co-ordination Group (TACG) process. This is currently under review and will be replaced by Community Improvement Partnerships (CIPs) in the near future. The attached KPIs will also be monitored on a neighbourhood basis through this process.

Additional Benefits to the City

3.7 Edinburgh has a host of demands unique to its status as the capital city of Scotland, including hosting a large number of marches, demonstrations and protests. Additional funded police officers ensure there is resilience in local community policing and that local policing is not impacted by these competing demands when they arise.

3.8 The Council funding provides an additional 44 police officers based in local communities. These officers work in partnership with Council staff and other relevant agencies at local level to ensure an effective response to community priorities.

3.9 This SLA relates solely to the additional community and city centre policing services that Police Scotland provides on behalf of the Council, and does not refer to the core policing of the city.

3.10 Communities will be provided with a list of local officers that they can identify as being the officers that the Council wholly funds. This should assist residents' perception of the successful joint work that takes place within communities to tackle anti-social behaviour and provide them with a point of contact.

3.11 Funded community police officers are also jointly tasked with undertaking local neighbourhood patrols, attending joint visits where anti-social behaviour has been reported, supporting the Council through eviction processes and being a visible and reassuring presence for local communities.

3.12 These officers are also part of the ongoing Total Place initiatives in Craigroyston and East Edinburgh, with a focus on a total place approach with a range of partners, to tackle local concerns such as youth crime and other identified local priorities.

3.13 Additionally, community police officers will have a role in supporting Roads Policing Teams to tackle Road Safety through focussing on local issues around driver behaviour, speeding and education and awareness.

3.14 Although not specifically funded, the Council are supported by Police Scotland in implementing its strategic priorities, such as assisting with the implementation of the Anti Social Behaviour Strategy and attendance at, and support to, the

Edinburgh Community Safety Partnership (ECSP). This is part of the mature partnership arrangements already in place.

Local Policing Plans

3.15 By providing additional funding to Police Scotland, the Council supports the goal of making Edinburgh a safe place to live, visit, work and study. It assists the police in tackling violence, crime and anti-social behaviour, which are key elements of the new Local Policing Plan for 2014.

3.16 The key priorities as set out in the Local Policing Plan 2014 include:

- Public safety – including violence and disorder, domestic abuse and sexual crimes, public events and road safety
- Reducing Antisocial Behaviour
- Serious and Organised Crime

3.17 In developing the Local Police Plans, the Edinburgh Division of Police Scotland engaged with over 6000 people through a range of consultation activities, including surveys, surgeries and open door sessions, alongside local Community Safety teams. Funded officers were central to this effort.

3.18 The citywide Policing Plan will be supplemented by local ward level plans which focus on key priorities identified by local communities during the consultation process. It is anticipated that these ward level plans will highlight tackling Anti Social Behaviour as a priority for members of that community.

3.19 Funded officers will work directly to the Police ward level plans that underpin the Local Police Plan.

Analytical Provision

3.20 Discussions are ongoing with Police Scotland in relation to the provision of analysts who are responsible for providing the data relating to the KPIs as well as the analysis of trends and identify hotspots to support the current TACG process.

3.21 The analysts are critical to the analysis and monitoring of local community policing. The Council and Police Scotland are jointly exploring innovative models of service delivery for this area. This will be presented in the report on Community Improvement Partnerships to be presented to the Health, Social Care and Housing Committee in June 2014.

3.22 Should it be proposed that this resource be managed directly by the Council, minor adjustment to the level of Police funding will be necessary to reflect this.

Measures of success

4.1 This will be evidenced by:

- A refreshed partnership approach to community policing, evidenced by the commitment from the Council and Police Scotland to the new neighbourhood Community Improvement Partnerships.
- An increase in the number of people who feel safe after dark and a reduction in antisocial behaviour complaints.
- A reduction in the number of crimes reported to Police Scotland.

4.2 Outcome based Key Performance Indicators (KPIs) have been developed to support the new SLA. These will be used to monitor, on a quarterly basis, the success of this refreshed approach to community policing.

Financial impact

5.1 The Council has committed to continuing to fund Police Scotland £2.60m for 2014/15 to support community policing, city centre policing and road safety.

Risk, policy, compliance and governance impact

6.1 The risk attached to not agreeing this SLA would mean that the Council would be unable to hold the police accountable for services provided for the provision of an agreed amount of funding.

6.2 The report has no impact on pre-existing policies, however will link to the current development of an Antisocial Behaviour Policy.

Equalities impact

7.1 By continuing the funding for Police Scotland for 2014-15 and by enhancing the current community policing aspect of their role, those with protected characteristics should enjoy an enhanced level of support through an increased number of community police available locally.

Sustainability impact

8.1 There is no sustainability impact arising from this report.

Consultation and engagement

9.1 The SLA contains KPIs which reflect local priorities as set out in the Local Police Plans, recognising that local consultation took place to deliver these.

9.2 The proposal to remove £500,000 from the police budget, which was rejected as part of the Capital coalition budget motion, was subject to wide consultation and engagement with residents across the city.

Background reading / external references

None.

Mark Turley

Director of Services for Communities

Contact: Kirsty Morrison, Community Safety Strategic Manager

E-mail: Kirsty.morrison@edinburgh.gov.uk | Tel: 0131 529 7266

Links

Coalition pledges	P 32 - Develop and strengthen local community links with the police P 34 - Work with police on an anti-social behaviour unit to target persistent offenders
Council outcomes	CO 21 - Safe – Residents, visitors and businesses feel that Edinburgh is a safe city.
Single Outcome Agreement	SO4 - Edinburgh's communities are safer and have improved physical and social fabric.
Appendices	1 - Service Level Agreement 2 - Key Performance Indicators.

APPENDIX 1

THE CITY OF EDINBURGH COUNCIL

SERVICE LEVEL AGREEMENT
IN RELATION TO

THE PROVISION OF COMMUNITY AND CITY CENTRE POLICING SERVICES

BETWEEN

THE CITY OF EDINBURGH COUNCIL

AND

THE POLICE SERVICE OF SCOTLAND

PARTIES

(1) THE CITY OF EDINBURGH COUNCIL, constituted under the Local Government etc. (Scotland) Act 1994 and having its principal office at Waverley Court, 4 East Market Street, Edinburgh, EH8 8BG ("**Council**")

(2) The CHIEF CONSTABLE OF THE The Police Service of Scotland, appointed in terms of section 7 by the Police and Fire Reform (Scotland) Act 2012 and having his headquarters at Tulliallan Castle, Kincardine, Fife, FK10 4BE ("Chief Constable")

BACKGROUND

(A) The Council has agreed to pay funding to the Police Service of Scotland "Police Scotland" to assist it in carrying out certain services, in line with Council priorities.

(B) This agreement represents the clear intentions of the parties in relation to the funding and the provision of community policing services in the city of Edinburgh in respect of violence reduction, crime and antisocial behaviour in line with agreed local priorities and in supporting local communities.

(C) This agreement sets out the terms and conditions on which the funding is provided by the Council to Police Scotland.

(D) These terms and conditions are intended to ensure that the funding is used for the purposes for which it is provided by the Council.

(E) The agreement refers solely to the provision of additional funded officers and does not reflect core policing services delivered by Police Scotland.

1 DEFINITIONS AND INTERPRETATION

1.1 The definitions and rules of interpretation in this clause apply in this agreement:

Agreement: this agreement between the Council and the Chief Constable.

Appendix/Appendices: an appendix/the appendices attached to and forming part of this Agreement.

Divisional Commander: the Divisional Police Commander for Edinburgh.

Funding: the funding to be provided by the Council to Police Scotland in accordance with clause 3.

KPIs: the key performance indicators as set out in Appendix 2.

Services: the services to be provided by Police Scotland as set out in Appendix A.

Term: the period during which this Agreement is in force as set out in clause 2.

1.2 Clause, Schedule and paragraph headings shall not affect the interpretation of this Agreement.

1.3 A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).

1.4 The Appendices form part of this Agreement and shall have effect as if set out in full in the body of this Agreement and any reference to this Agreement includes the Appendices.

1.5 Words in the singular shall include the plural and vice versa.

1.6 A reference to one gender shall include a reference to the other genders.

1.7 A reference to a statute or statutory provision is a reference to it as it is in force for the time being, taking account of any amendment, extension, or re-enactment and includes any subordinate legislation for the time being in force made under it.

1.8 A reference to writing or written includes faxes and e-mail.

1.9 Any obligation in this Agreement on a person not to do something includes an obligation not to agree or allow that thing to be done.

1.10 A reference to a document is a reference to that document as varied or novated (in each case, other than in breach of the provisions of this Agreement) at any time.

2 TERM OF AGREEMENT

2.1 This Agreement shall commence on 1 April 2014.

2.2 This Agreement shall expire on 31 March 2015 unless terminated earlier by either Party in accordance with clause 11.1.

3 PAYMENT OF FUNDING

3.1 The Council shall pay to Police Scotland the sum of £2,600,000 by way of quarterly instalments following the submission of invoices from Police Scotland to the Council.

Breakdown Includes:	
Community Policing	£2,060,000
City Centre Policing	£ 500,000
Youth Justice Sergeant	£ 40,000
TOTAL	**£2,600,000**

4 PURPOSE OF FUNDING

4.1 Police Scotland shall use the Funding only for the delivery of the Services in accordance with the terms and conditions set out in this Agreement. The Funding shall not be used for any other purpose without the prior written agreement of the Council.

5 STANDARD OF SERVICE

5.1 Police Scotland shall provide the Services to the Council.

5.2 Both Parties recognise that the delivery of the Services depends upon full co-operation between the Parties.

5.3 Police Scotland shall keep the Council informed of the progress in providing the Services and shall provide quarterly management information in the form set out in Appendix 2.

5.4 Police Scotland will identify the senior Police officer(s) responsible for supervising these matters ("**Authorised Police Officer(s)**"). For the purpose and Term of this Agreement, this officer is the Partnership Operations Superintendent, or named deputy in his/her absence.

6 INSTRUCTIONS TO DIVISIONAL COMMANDER FOR CITY OF EDINBURGH DIVISION

6.1 The Council will provide details of officers who are authorised to initiate or instruct the Services on an individual basis. For the Term these officers ("**Authorised Council Officers**") are as follows but may be subject to change:

(a) Head of Service for Community Safety;
(b) Community Safety Senior Manager;

(c) Community Safety Strategic Manager;
(d) a named deputy in the absence of any of the officers listed in this clause 6.1.

6.2 The Council will advise Police Scotland of any changes to the list of Authorised Council Officers as soon as practicable after the changes are made.

7 ABSTRACTIONS

7.1 The Police are responsible for providing frontline staff in order to deliver the Services.

7.2 Police Scotland shall ensure that the Services are not subject to disruption as a consequence of staff abstractions for any other Police duties except for a short period of time in a genuine emergency (such as an incident of domestic terrorism, or unexpected period of high demand).

7.3 In the event of any potential disruption to delivery of the Services, Police Scotland shall provide as much notice as is reasonably practicable of such potential disruption to the relevant Authorised Council Officer.

7.4 Police Scotland shall, on the request of the Council, provide the Council with the rate of staff abstractions for a given period of time during the Term. In the event that Police Scotland has carried out a staff abstraction that has not been agreed in advance with an Authorised Council Officer, the Council shall be entitled to reduce or recover a proportionate part of the Funding where disruption to the Services has taken place.

8 DISCLOSURES AND INFORMATION SHARING

8.1 The Parties agree that a revised Information Sharing and Disclosure Protocol shall be developed during the Term to support the new Community Improvement Partnership (CIP) process.

9 MONITORING ARRANGEMENTS

9.1 In monitoring and measuring the Services provided, both Parties will have regard to the KPIs.

9.2 Police Scotland will ensure that the performance of the Services is in accordance with the KPIs and that they are conducted by appropriate staff and are sufficiently supervised. If the Council has concerns about the progress of individual matters or the performance of the Services in

relation to the KPIs it should raise these with the Authorised Police Officer(s).

9.3 Where the Council has concerns that have not been resolved by the Authorised Police Officer(s) after having been notified under clause 9.2, it should raise these concerns directly with the Divisional Commander.

9.4 The Authorised Police Officer(s) and one of the Authorised Council Officers instructing the Services will meet on a regular basis to review management information and performance.

10 REVIEW ARRANGEMENTS

10.1 The Council and Police Scotland, prior to the expiry of the Term, shall review the arrangements for Council funding of Police services following expiry of the Term.

10.2 As part of the review to be carried out in accordance with clause 10.1, the Council will advise Police Scotland of any matters that are expected to have an impact on the funding of Police services following the expiry of the Term.

10.3 As part of the review, Police Scotland shall advise the Council of any matters that are expected to have significant impact on the delivery of the Services or of future services following expiry of the Term.

11 VARIATION/TERMINATION

11.1 This Agreement may be varied in writing with the agreement of both Parties.

12 NO PARTNERSHIP OR AGENCY

12.1 Nothing in this Agreement shall be construed as constituting a partnership between the Parties or as constituting either Party as the agent of the other for any purpose whatsoever except as specified by the terms of this Agreement.

13 SEVERABILITY

13.1 If any provision of this Agreement is judged to be illegal or unenforceable, the continuation in full force and effect of the remainder of them will not be prejudiced.

14 ENTIRE AGREEMENT

14.1 This Agreement contains the whole agreement between the Parties relating to the subject matter hereof and supersedes all prior agreements, arrangements and understandings between the Parties relating to that subject matter.

15 GOVERNING LAW AND JURISDICTION

15.1 This Agreement and any dispute or claim arising out of or in connection with it or its subject matter shall be governed by and construed in accordance with the law of Scotland.

15.2 The Parties irrevocably agree that the courts of Scotland shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with the Agreement or its subject matter.

IN WITNESS WHEREOF this document has been executed by the Parties as follows:

Signed for and on behalf of The City of Edinburgh Council

By.....(Proper Officer)

On.....(Date)

.....(print name)

In the presence of

By.....(Witness)

On.....(Date)

.....(print name)

.....(Witness address)

Signed for and on behalf of Chief Constable of the Police Service of Scotland

By.....(Authorised Signatory)

On.....(Date)

.....(print name)

And/in the presence of

By.....(Witness)

.....(print name)

.....(Witness address)

APPENDIX A

DESCRIPTION OF SERVICES

Community Policing

The provision of Community Policing Teams citywide will include named posts, who will support the implementation of this agreement and have a specific focus on community policing. Where an officer leaves their post, a named individual will be identified to take up this post within one month.

Community Policing will focus on:

- Neighbourhood patrols focussing on issues identified locally in partnership with the Council. These are likely to include some of the specific city centre priorities as set out below, as well as other local concerns. These patrols will provide community reassurance, visibility and engagement, deter offences in known hotspots and detect and apprehend offenders.
- Attendance at Neighbourhood Community Improvement Partnership priorities and actions as agreed at the monthly meetings (these replacing the current Tasking and Co-ordinating model).
- Support to the Youth CIP (where it exists and develops) as set out above
- Community engagement through commitment to the local Policing Plan priorities and Multi-member Ward Plans
- Supporting eviction actions and anti social behaviour orders through all stages of the court process. This to include attendance at meetings/joint visits where requested.
- Carrying out joint visits to properties/individuals where requested to support approach to anti social behaviour and crime reduction
- Supporting the Total Neighbourhood Approach
- Services required and agreed to meet the agreed Key Performance Indicators at Appendix 2.

City Centre Policing

Provision of City Centre community police focussing on:

- City centre dispersal detail.
- Public safety/ events management.
- Alcohol and night time economy.
- Violence reduction/public disorder.
- Retail and acquisitive crime.

Road Safety

Community Policing Teams to work with Council Road Safety team to develop and implement road safety action activity across the city, focusing on priority groups and issues identified from the analysis of road casualty data and local consultation and engagement through the Community Improvement Partnership process.

This may include:

- Support for national campaigns at local level to raise awareness of: Drink/drugged driving, speeding, seat belt and mobile phone use
- Enforcement of 20mph speed restrictions where necessary and where highlighted through the CIP process and local intelligence.
- Targeting drivers who speed and areas where this is highlighted locally
- Targeting illegal use of motor cycles, mini-mopeds etc
- Support for local campaigns targeted at high risk groups e.g. cyclists, the elderly, young drivers;
- Support prevention/enforcement initiatives in areas where there are schools
- Support road, cycle and driver training inputs to young people and within schools

Youth Justice Post

The provision of the youth justice funded officer will be a named individual. Key roles will include:

Strategic

- Ensuring the provision of information based on police systems, to inform the work of the Young People's Sub-group of the multi-agency Reducing Reoffending Group
- To contribute to strategic planning through participation in the Young People's Sub-group of the multi-agency Reducing Reoffending Group
- To work with lead officers in partner services to highlight and address organisational issues requiring resolution
- To support the operation of Pre-Referral Screening and the Whole Systems Approach for young people age 16-plus who are offending

Operational

- To act as a single point of contact on operational police issues relating to young people who offend.
- To support the day-to-day multi-agency work with young people who offend across the city.
- To support the operation of the Whole Systems Approach for young people age 16-plus who are offending
- To ensure that the officers of Police Scotland work within the Getting it Right for Every Child model of assessment, planning and engagement with young people who offend.
- To ensure that appropriate information held by Police Scotland is shared with colleagues in relation to antisocial behaviour and offending by young people.

APPENDIX 2

KEY PERFORMANCE INDICATORS

KEY:	
	INDICATORS SPECIFIC TO THIS SLA
	GENERAL INDICATORS ALREADY REPORTED BY POLICE SCOTLAND

LOCAL

PERFORMANCE INDICATORS

Performance Indicator	**YTD**	**LYTD**	**YTD % change on last quarter**	**Context and Actions/Response**
No of young people who offend				
No of ASB joint visits with Council staff				Joint KPI with CEC
No of eviction action/visits with Council staff				Joint KPI with CEC
No of joint patrols undertaken with Council staff where agreed as a priority.				Joint KPI with CEC
Abstraction rate				
Joint communications/engagement activities				Joint KPI with CEC
Visits to monitored licence premises				
Visits to problematic licensed premises				

VIOLENCE, DISORDER AND ANTI-SOCIAL BEHAVIOUR

Performance Indicator	**YTD**	**LYTD**	**YTD % change on last quarter**	**Context and Actions/Response**
Total No Group 1: Crimes of Violence				
Group 1: Crimes of violence detection rate				
Group 1-4: Overall recorded crime				
Group 1-4: Detection rate of overall crime				
Knife Crimes recorded				
Knife crimes detection rate				

Vandalism crimes recorded				
Vandalism crimes detection rate				
Fire raising crimes recorded				
Fire raising crimes detection rate				
Detections for public urinating offences				
Street drinking offences detected				As per alcohol bye-law
Hate crimes recorded				
Hate crime detection rate				

DOMESTIC ABUSE

Performance Indicator	YTD	LYTD	YTD % change on last quarter	Context and Actions/Response
Domestic Abuse crimes recorded				
Domestic Abuse crimes detected				
Domestic Abuse bail offences detected				
Domestic bail checks competed within 24 hours				

ROAD SAFETY

Performance Indicator	YTD	LYTD	YTD % change on last quarter	Context and Actions/Response
No of people killed or seriously injured				
No of children (under 16) killed or seriously injured				
No charged with Road Traffic Offences				
Total no charged with Dangerous driving				
No charged with Speeding				
No charged with Driving whilst disqualified				
No charged with Driving without a licence				

No charged with Failure to insure against third party risks				
No charged with Seat belt offences				
No charged with Mobile phone offences				
No charged with Drink, drugged driving offences.				
No of road safety initiatives carried out as identified through the CIP's				Joint KPI with CEC

YOUTH JUSTICE

Performance Indicator	**YTD**	**LYTD**	**YTD % change on last quarter**	**Context and Actions/Response**
Number of risk management case conferences attended				
Number of offence charges related to young people				
Weekly submission of police information regarding young people charged to PRS partner agencies				