

CITY OF EDINBURGH COUNCIL
FINANCE AND RESOURCES COMMITTEE

Item No 3

4 March 2021

DEPUTATION REQUESTS

Subject	Deputation
3.1 In relation to Item 7.18 on the agenda – Award of Contracts for Day Opportunities Framework	Eric Liddle Centre
3.2 In relation to Item 8.4 on the agenda – St Crispin’s School, Watertoun Road, Edinburgh – Proposed Disposal	Savile Area Residents Association

All members of the Finance & Resources Committee

26th February 2021

Dear Councillors,

Eric Liddell Centre – Dementia Day Care/Day Opportunities for Older People Funding

I write at the request of the Eric Liddell Centre's Board of Trustees, to alert you to a funding challenge/shortfall in 2020/21 and now for future years, that occurred following the EIJB's earlier, but understandable decision to pause the allocation of the Day Opportunities for Older People contract in 2020 – this correspondence outlines how the Eric Liddell Centre Board resolved this issue for financial year 2020/21 and asks for your support in considering the financial challenges that the Eric Liddell Centre now face for next financial year and the year after, at the meeting of the Finance & Resources Committee on the 4th March 2021.

The Eric Liddell Centre is a care charity and community hub that has been providing key support to vulnerable people throughout the City of Edinburgh since 1980.

Our specialist Dementia Day Care Service has been operating in its present manner since 1990s, although it has grown and developed to respond to the needs of those living with a medical diagnosis of dementia (and other conditions) along with their families, loved ones and carers. The service is registered with the Care Inspectorate and has consistently been assessed as operating at the Excellent and/or Very Good level in all recent inspections.

Prior to the COVID-19 lockdown, the Eric Liddell Centre welcomed up to 70 clients per week (Monday to Friday) with 3,500 places available every year. We specialise in providing person-centred support in a safe, stimulating and enriching environment that improves health & wellbeing, maintains existing/develops new skills, builds confidence and social contacts.

In the last few years and as a result in the increased number of referrals received for individuals with higher needs, multiple conditions and associated challenges, the Eric Liddell Centre Board took the decision in March 2019 to increase the staffing resources of the service by a FTE of 1.5 for a period of 12 months, until the new EIJB contract was due to be awarded in June 2020. This decision was taken in response to the growing needs of our clients, their carers and the health and well-being of our staff – this restored our staffing levels to its previous position as of 2010.

The Eric Liddell Centre 15 Morningside Road, Edinburgh EH10 4DP, 0131 447 4520
Patrons: Alexander McCall Smith CBE FRSE, Lord David Puttnam, Sue Liddell Caton

The Eric Liddell Centre is a charity registered with the Office of the Scottish Charity Regulator No SC003147

This decision was taken in the knowledge that the EIJB would be advertising a new contract tender, that would be awarded to selected service providers in June 2020. Our Board's decision to appoint an additional 1.5 FTE staff resource was made in the knowledge that the Centre would fund the associated costs until the new contract was due to be implemented in August 2020.

When the EIJB made the understandable decision (but unhelpful to the Eric Liddell Centre) to extend the previous contract and not award the new contract due to COVID-19/budget related issues, this unintentionally created a budget shortfall for the Eric Liddell Centre Dementia Day Care Service. I raised this issue with your helpful officer Kirsty Dewar, Strategic Planning and Commissioning Officer and had a positive dialogue with her on the issue since last summer.

The existing contract award to the Eric Liddell Centre totals £192,050 per annum (plus 3.3% uplift) – the submitted tender (in February 2020) for the proposed Day Opportunities for Older People contract from the Eric Liddell Centre, included the required staffing costs to operate the service from August 2020.

Regardless of the challenges presented by the COVID-19 pandemic, the Eric Liddell Centre has continued to provide a proactive, meaningful, high quality and supportive service to our Dementia Day Care clients.

My earlier discussions with Kirsty Dewar about this issue included the possibility of our organisation requesting additional funding to bridge this funding shortfall. However, noting that this situation has occurred due to no one organisations fault and indeed was circumstantial, in addition to understanding the EIJB/Council's present financial challenges, the Eric Liddell Centre Board agreed to fund this unforeseen shortfall for 2020/21. This positive position was reported to Judith Proctor, CEO of the Edinburgh Health & Social Care Partnership on 16th December 2020, who kindly forwarded the details to all members of the EIJB for their information in February.

This decision by the Eric Liddell Centre Board was only possible because we have been pro-active in dealing with our own financial circumstances and challenges, which has included the initiation of a one-off COVID-19 Emergency Funding Appeal, titled CoVcare.

When making the positive decision to fund this shortfall in 2020/21, the Board of the Eric Liddell Centre agreed:-

- To formally advise the EIJB of the Eric Liddell Centre's position in this regard
- Confirm with the EIJB that additional funding has been allocated by the Eric Liddell Centre to fund this unforeseen funding shortfall for financial year 2020/21
- That no additional funding is requested from the EIJB to assist with the Day Care Service funding shortfall for 2020/21

- To confirm that the Eric Liddell Centre will not be able to fund any further shortfalls in future financial years
- To highlight the importance of future contract considerations and awards to the sector

The above situation became more challenging following the clarification of the plans for next financial year and possibly the year after, via correspondence from Katie McWilliam, Strategic Planning & Quality Manager, dated 28th January – this update and associated budget implications equates to a budget shortfall of £35,000 plus per year. I have had very positive discussions with Katie and her team on this matter, but the financial challenge remains.

I would therefore seek Councillors support to note and consider the unique situation that the Eric Liddell Centre is now in, due to the above series of decisions and developments, that have unfortunately resulted in the present situation.

A reduction in funding will of course have a negative impact on the level of service we are able to provide to our clients, their families/carers and potentially our existing staffing levels – we are identifying the implications presently and these details will be shared with Katie McWilliam and her team within our requested contract update/return.

In providing a very popular, successful, high quality and specialist Dementia Day Opportunities Service, the reality is that the required staffing levels are slightly higher than other generic day care provision and I would hope that this is taken into account during your considerations.

The Eric Liddell Centre provides the following caring services:-

- Specialist Dementia Day Care Service
- Befriending Service
- Carers Programme
- Caring Soles (foot care) Service
- Lunch Breaks Programmes and Friendship Groups for those living with dementia (non Day Care)
- Music Therapy Support
- Food Support to vulnerable people

Our mission is to be at the heart of the community, enhancing health and wellbeing and improving people's lives.

Our vision is to Bring Edinburgh's Communities Together, to respond to isolation, loneliness and society's disconnection.

I have attached additional details about the range of positive work that the Eric Liddell Centre delivers to our Dementia Day Care clients in the appendix to this letter.

I hope this update about the Eric Liddell Centre's recent positive action in relation to the unforeseen funding shortfall for this financial year and the details about our ongoing support of people living with dementia are helpful.

Your time and consideration of the financial challenges for next and future financial years would be greatly appreciated.

I do look forward to continuing to working with and for you (and the EIJB), as we jointly continue to provide crucially important services for vulnerable people in Edinburgh.

Your sincerely,

A handwritten signature in black ink, appearing to read 'John MacMillan', written in a cursive style.

John MacMillan
Chief Executive Officer

Appendix 1

The Eric Liddell Centre Dementia Day Care Service closed on the 16th March 2020, following guidance from Edinburgh Health and Social Care Partnership colleagues. 24 hours later our Dementia Day Care Team started the delivery of our COVID Support Plan, which has continued every day since and has now developed into our Outreach and Remote Activity Programme, which includes the following:-

- **Outside or home visit** for clients - the purpose of these visits is to promote inclusion, reduce loneliness/isolation and encourage health and wellbeing (following Government guidance and national restrictions).
- **Provision/Delivery of Lunch packages**
- **Daily wellbeing and orientation telephone calls to all clients** living with a diagnosis of dementia with a focus on those living alone.
- **Medication prompts** by telephone (where required),
- **Prescription pick up** from pharmacy and drop off (locally) where required.
- **Access to our unique Dementia Sensory Space** (presently online)
- **Laundry service**, supporting clients unable to carry out this task due to frailty or absence of a home help or family member (where required).
- **Shopping service** of essential items to support current clients in the absence of a carer or family member.
- **Zoom video calls** made to clients for face-to-face contact and group activity to promote inclusion and maintain relationships with key staff.
- **Home based activity links** updated weekly, including 'movement to music', pastoral care, exercise, relaxation and mindfulness, theatre, museums, open reading group, and online storytelling, sent to clients and carers.
- **Group work sessions** for clients – online, one-to-one sessions via Zoom via tutors providing seated yoga, music, mindfulness, relaxation and Tai Chi and 'out and about' exercise sessions.
- **Music Therapy support** and the use of individual Playlists to encourage positive memories, social contact, communication and discussion
- **Fire 7 tablets/iPads and mobile Wi-Fi hubs** offered to clients and carers without access to internet. We have recently received a donation of multiple iPads and a year's free Wi-Fi subscription from Deaf Action, tablets from Braids Rotary Club and other partners.
- **DORO mobile phones** issued to clients without a mobile phone to facilitate peer support and social connections.
- **Advice and support** offered to carers and clients to assist them make enquires to outside agencies via email or phone calls; calls made on behalf of the person (if required).
- **Weekly wellbeing telephone calls to all carers or family members** to ensure all clients' care needs are being met and carers coping with an increased caring role.
- **Mobile library** established and working well, catering for specific interests of clients.

- **Newsletter - Day Care Gazette** and home-based activity tools published and delivered to clients' homes.
- **Visual prompts sent by post** (including an introduction letter with staff photo) as clients living with dementia have difficulty remembering who staff are over the phone.
- **Call back message request** left from staff when (independent) client has left home in absence of remembering risk of Covid-19.
- **Activity packages** provided to all clients (hobbies, books, crosswords, Sudoku, adult therapy colouring books and pens).
- **Over the phone activities** to clients living alone without internet access, one-to-one singing, music, word games, name ten, quizzes etc, by staff.
- **Client birthday/anniversary list** held by Manager; cards posted to homes to mark the occasion and bring some familiarity.
- **Signposting to all other relevant services**, including mental health, advocacy, access to PPE, Health in Mind, Edinburgh Directory, Care Inspectorate, Edinburgh Health and Social Care Partnership, City of Edinburgh Council, Health Protection Scotland for any further updated information to all carers via email and Eric Liddell Centre social media. Hard copies posted to carers/clients without access to internet.
- **Recording of information** from client and carer calls and visits by staff then passed to Manager to update all client files.

Savile Area Residents Association

SARA serves to promote the preservation and improvement of Savile Area.

Redevelopment of St Crispin's School site at [19 Watertoun Road](#).

March 1st 2021

Deputation for consideration at [the 4th March 2021](#) meeting of The City of Edinburgh Finance & Resources committee:

In connection with the preferred bidder selection process, the SARA Committee's experience of community engagement has thus far been a positive experience. We are grateful to everyone who has been involved in the process. A useful relationship has developed between SARA representing the local community, and CEC Estates Team.

Savile Area Residents Association aims to influence the development of the vacated St Crispin's School Watertoun Road site to achieve a successful outcome for all local residents, enabling a harmonious integration of so many new people into our much loved and friendly neighbourhood. At present fewer than 90 individuals reside in Watertoun Road. Having recently seen CALA's block plan for the site, we anticipate the arrival of approximately 130 new residents.

The SARA Committee has several important issues to bring to the attention of the City of Edinburgh Council F & R Committee. We believe that the F & R Committee's intended approval of CALA as preferred bidder is a timely opportunity for CEC as the site owner to require CALA to do more than simply follow standard Planning procedures for statutory local consultation. CEC Planning has required CALA to increase the proposed development density and reduce the provision of on-site vehicle parking. Notwithstanding the gradual transition to low-carbon private transport, the under-provision of vehicle parking appears to be intended to render the use of privately owned vehicles difficult, and for some residents, impractical. Without positive prominent measures to promote active travel and achieve on-site vehicle sharing among the new residents, overspill parking outwith the site boundaries will be an inevitable outcome of the proposed development. Competition between new and established Watertoun Road residents will not foster harmonious community relations, and is likely to lead to resentment between neighbours.

Practical solutions to this Planning-led problem must be implemented. The Finance & Resources Committee is now in a position to make the sale of land conditional on CALA implementing effective measures to prevent parking overspill from their development. It is not reasonable to treat the surrounding neighbourhood as a convenient place for dumping unresolved site problems.

While we welcome more people to join us in Savile Area we do not welcome avoidable ill feeling between neighbours. Realistic and practical measures are needed to avoid the predictable problems of residents, visitors and delivery drivers parking their vehicles on the open grass areas of Watertoun Road's much loved community green space. SARA has a number of effective solutions in mind, but definitely not a CPZ. A controlled parking zone would exacerbate parking problems. The overnight accommodation of private cars would not be helped by yellow lines and daytime parking controls. Residents making regular short journeys by active travel may reasonably need to leave cars parked at home for family use and longer journeys.

SARA proposes to continue engagement with CEC and CALA to achieve a successful development of the school site, to benefit all parties. To this end we request the F & R Committee to require CALA to engage meaningfully with SARA to achieve a cooperative, fair and reasonable integration of their new development with the harmonious physical and social environment surrounding the site. This will require more resources, effort and commitment than the standard community consultation exercise normally required by CEC Planning.

SARA has several carefully considered objectives for the school site. Those objectives are not detailed here. Although it may not be possible to fully achieve all SARA objectives, we need to see our participation in local development yielding successes in creating an improved Savile Area for our growing community to share, enjoy and protect.

We request the Finance & Resources Committee to require CALA to resolve the on-site under-provision of parking within the confines of their development and to make the sale of land conditional on CALA working effectively with the local community to create the successful environment that all residents would be pleased to share.

Douglas Dagleish
Chairman
Savile Area Residents Association