

	<p>Performance and Contract Management Committee</p> <p>12 September 2017</p>
<p style="text-align: center;">Title</p>	<p>Performance of the contract for Specialist Information Advice and Advocacy</p>
<p style="text-align: center;">Report of</p>	<p>Assistant Director Adults and Communities</p>
<p style="text-align: center;">Wards</p>	<p>All</p>
<p style="text-align: center;">Status</p>	<p>Public</p>
<p style="text-align: center;">Urgent</p>	<p>No</p>
<p style="text-align: center;">Key</p>	<p>No</p>
<p style="text-align: center;">Enclosures</p>	<p>None</p>
<p style="text-align: center;">Officer Contact Details</p>	<p>Sam Raffell, Care Quality Service Manager, Adults and Communities, Sam.Raffell@barnet.gov.uk</p>

Summary

At its meeting on 4 July 2017, the Performance and Contract Management Committee requested a report on the performance of the Specialist Information Advice and Advocacy service and the Barnet CAB. This paper presents an overview of the performance of the Specialist Information Advice and Advocacy contract provided by Barnet Citizens Advice Bureau. The paper outlines the performance of the contract in 2016/17 and details further information in regard to levels of satisfaction and how satisfaction with the service is measured.

Recommendations

- 1. That the Committee notes the quality of performance of the Specialist Information and Advice service provide by Barnet Citizen’s Advice Bureau.**

1. WHY THIS REPORT IS NEEDED

- 1.1 This paper provides Members with an overview of the performance of the Specialist Information, Advice and Advocacy service provided by Barnet Citizens Advice Bureau (BCAB). The report was requested by the Performance and Contract Management Committee at the meeting of 4th July 2017, to outline the performance of the contract with particular reference to the issues raised at this meeting. Below is a list of the key issues raised and details of where they are responded to in this paper;
 - 1.1.1 BCAB did not provide the right level of support for people with disabilities in Barnet (Performance information provided 1.9 – 1.13, Quality assurance process 1.19-1.21)
 - 1.1.2 Disabled residents of Barnet are dissatisfied with the service offered by BCAB (Satisfaction levels provided in 1.15)
 - 1.1.3 More detail was requested in regard to how satisfaction levels are calculated (Approach to quantifying satisfaction scores outlined in 1.16 – 1.19)
 - 1.1.4 More detail was requested on the level of training offer to staff and volunteers (Training details provided in 1.23 – 1.26)
 - 1.1.5 BCAB did not provide a sufficient Outreach Service (Provided in 1.14)

Contract Information

- 1.2 The service provides specialist information, advice and advocacy for people in Barnet with adult social care needs. It aims to provide information, advice and advocacy to help people maximise their independence and give them choice and control over the support they receive. BCAB has delivered the Specialist Information, Advice and Advocacy (SIAA) Service since 1st July 2015. BCAB sub-contract to Mind in Barnet and Advocacy in Barnet to deliver the advocacy elements of the contract.
- 1.3 The current contract with BCAB has a value of £936,984 over 3 years. The value of the contract per annum is £312,328, with £126,000 spent on information and advice and £186,000 spent on advocacy. The initial contract period ends on 30th June 2018, with the option to extend by a maximum of 2 years. The council will soon be undertaking a service review of the contract as part of the process to decide whether to extend the current contract or re-procure the service.
- 1.4 BCAB provide the specialist information and advice service through a telephone helpline, face to face services and online information. The telephone phone line is open Monday to Friday from 9:30am – 4:00pm and until 7:30pm on Wednesday. Face to face services are available at the Hendon Hub (40-44 Church End) Monday to Friday as well as New Barnet (30 Station Road) on a Wednesday. Sessions at Hendon on Tuesday, Wednesday and Thursday are by appointment only. Drop-in sessions are at Hendon on Monday and Friday morning and Wednesday morning in New

Barnet. The service is staffed by a mix of paid staff and volunteers, who combined provide over 800 hours of support a week.

- 1.5 Barnet Citizen's Advice Bureau also provide the Community Advice Service (CAS) which supports people in being independent by enabling them to deal with their civil, legal, financial and other problems by providing high quality advice and informing them of their legal rights and responsibilities. The current contract commenced on 1 April 2015 with a value of £1,016,460, an annual spend of £338,820.

Contract Monitoring and Performance Management

- 1.6 Contract monitoring meetings with BCAB occur quarterly and BCAB submit performance monitoring information to the council prior to the meeting which includes;

- Quarterly performance information (submitted on the performance framework template)
- Narrative update on the SIAA contract for the quarter
- Quarterly engagement update from BCAB.

- 1.7 The performance framework in place for this contract covers;

- Timetable for reporting (this lays out dates for scheduled meetings and reports)
- Workforce Data
- Demographics
- Service Delivery
- Satisfaction (compliments/complaints and with commentary)
- Service Outcomes

- 1.8 The council has set a range of targets, including total number of enquiries for information, advice and advocacy and timescales for dealing with cases. The council also measures satisfaction levels, receives case studies, and works with BCAB to achieve stretch targets to increase the number of people supported by 10% year on year.

Contract Performance

- 1.9 Barnet Citizens Advice Bureau is performing well against the targets set for the contract. This section provides a summary of performance of the contract for the period April 2016 – March 2017.

- 1.10 In the last year, BCAB dealt with over 6,000 enquiries regarding specialist information and advice (SIAA) service. In addition to this, 635 clients and carers received advocacy support. The numbers supported continue to grow and satisfaction levels continue to increase, with 98% of those surveyed stating they have received appropriate and relevant advice and advocacy.

- 1.11 BCAB offer support to residents through a number of methods including a telephone help line, face to face meetings (via drop in sessions at specific times during the week in a number of locations and via appointments) and online. Additionally, BCAB have carried out 3 home visits in the past year where they identified that this was necessary for the adult they were working with based on the needs presented. The service offers a drop-in service in Hendon and New Barnet.
- 1.12 The service supports people with a range of issues. In the last year users of the service reported having the following disabilities / issues;
- 2,161 - Long term health conditions
 - 1,359 - Physical impairment (including age related frailty)
 - 112 - Mental health issues
 - 248 - Sensory impairment
 - 124 - Learning Difficulty (including Autism)
- 1.13 BCAB engagement with the wider voluntary and community sector is extensive and they are pro-active in keeping in contact with the wider voluntary sector (attending the VCS Forum and numerous events held by other community partners) as well as arranging quarterly partnership meetings with the sector.
- 1.14 BCAB are not commissioned to provide an outreach service but are commissioned to provide home visits where it is not possible for a resident to engage with BCAB on the telephone or face to face. In 2016/17 BCAB carried out 3 home visits where the needs of residents required a home visit.

Service Satisfaction

- 1.15 Satisfaction with the SIAA service is very high. The table below provides satisfaction levels across the last year, from Quarter 1 (April – June 2016) through to Quarter 4 (January – March 2017).

Measure	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
A. Number of adults who feel that they have received appropriate and relevant advice and advocacy following support from BCAB and its sub-contractors	90%	97%	98%	97%	98%
B. Number of adults who report improved quality of life by being able to manage their disability	90%	78%	84%	94%	98%

better following support from BCAB and its sub-contractors					
C. Number of adults who report that they are making best use of resources (benefits, finance, employment, transport, healthier options and digital know-how) following support	90%	91%	91%	93%	96%
D. Number of adults who feel supported and are able to self-manage at end of service	90%	87%	90%	92%	98%
E. Number of adults who feel they are able to recommend the service to friends and family	90%	95%	98%	99%	100%

- 1.16 Satisfaction scores are based on an anonymous feedback process for people who have accessed information and advice provided by BCAB. Residents are asked to feedback their thoughts on the service either after receiving advice over the telephone or are asked to complete a feedback form following a face to face meeting. In the case of feedback forms, residents complete the form and then place the form into a feedback box.
- 1.17 Each quarter the feedback is collated and the satisfaction scores are based on the number of people who stated they are satisfied with the service received. Satisfaction is measured by a scaled answer for measures A and B, with those answering 'Very' or 'slightly' to either question being categorised as satisfied. For questions C, D and E the questions are a simple Yes / No response, with 'Yes' responses being used to calculate the level of satisfaction.
- 1.18 The sample size used to calculate satisfaction levels varies for each quarter and in Quarter 4 the sample size was 449, with 184 giving feedback over the telephone and 265 on feedback forms. Satisfaction scores cover both the SIAA contract and the Community Advice Service. The reason the satisfaction scores cover both contracts is that the services are offered from the same location and the forms are anonymous so it is not possible to breakdown feedback accurately.

- 1.19 Over the past year BCAB have received five complaints in regard to the SIAA service. Three of these complaints have been resolved and two are under investigation. BCAB keep a log of complaints and lessons learnt following complaints which is reviewed as part of the contract monitoring process.

Quality Assurance

- 1.20 Barnet Citizens Advice Bureau follow the quality monitoring procedure of the national Citizens Advice organisation to ensure a quality service is being delivered. Nationally, the Citizens Advice network has recently adopted a more robust and continuous system of auditing the quality of advice. A sample of cases are randomly selected and scored against a comprehensive review matrix. These are then externally audited.
- 1.21 Citizen's Advice also undertake audits of local branches, who are RAG rated (Red, Amber, Green) across four areas of performance. In a recent audit BCAB received Green across all areas, these being;
- Quality of Advice (internally checked)
 - Customer Service (internally checked)
 - Quality of Advice (externally, independently verified)
 - Customer Service (externally, independently verified)

This means that 'cases are consistently good and BCAB might be asked to share best practice or experience with others'.

- 1.22 BCAB also carry out case checking and complete independent file reviews (IFRs), to ensure the competence and development of individual advisers who undertake casework. All client records are written up and a proportion checked by supervisors depending on the experience/competency of the adviser. Where issues are picked up, these are fed back to the advisers and corrective action taken.

Training

- 1.23 All staff and volunteers employed by BCAB to give information and advice have completed, or are in the process of completing, the Citizens Advice Adviser training – a learning course equivalent to NVQ level 3. This course contains extensive training in dealing with vulnerable client groups and disability benefits. Those giving debt advice have all completed the Money Advice Service 'Giving Good Debt Advice' courses. Additionally, those giving initial information and carrying out triage assessments also complete the Assessor learning route.
- 1.24 Front line staff and supervisory staff have also completed, as a minimum, training in Health and Social Care advice, the Care Act and safeguarding. This is done using e-learning from the Social Care Institute of Excellence (SCIE), and updates and refreshers are regularly given at staff meetings and by e-mail.

- 1.25 Barnet Citizens Advice Bureau has an ongoing programme of professional development and training, and group training is provided in specific enquiry areas or complex but recurring issues. Recent training has covered Right to Reside and Mental Health awareness.

REASONS FOR RECOMMENDATIONS

- 2.1 Barnet Council will continue to pro-actively monitor the contract for Specialist Information, Advice and Advocacy provided by Barnet Citizens Advice Bureau. The current contract expires on 30 June 2018 and we will shortly be undertaking a more in-depth review of the service performance which will inform the council's decision as to whether to extend the current contract or re-commission the service through a competitive tender. This review will include talking to users of the service and other stakeholders. The council has encouraged Disability Action in the borough of Barnet to share details of the issues they have raised so these can be taken into consideration and investigated during the review.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 None.

4. POST DECISION IMPLEMENTATION

- 4.1 None.

5. IMPLICATIONS OF DECISION

Corporate Priorities and Performance

- 5.1 As detailed in the Adults and Safeguarding Commissioning Plan, 2016 – 2020:

- Fairness in adult social care means that services respond to the needs of diverse communities. It means ensuring that older and disabled people, including adult social care service users and their carers, are able to participate in community life just as other residents can and that services provided by the Council are accessible and welcoming to older and disabled people, adult social carer service users and carers.
- Responsibility in adult social care means that services will work with older and disabled people to remain as independent and self-reliant as possible.
- Opportunity in adult social care means that disabled people have the right to work as much as any other Barnet resident. The Council's services will actively support adult social care service users to access employment and volunteering opportunities

Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

- 5.2 There are no specific financial and value for money, procurement, staffing, IT,

property and sustainability implications associated with this paper.

Social Value

- 5.3 The Public Services (Social Value) Act 2013 requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits. Before commencing a procurement process, commissioners should think about whether the services they are going to buy, or the way they are going to buy them, could secure these benefits for their area or stakeholders. As part of the contract monitoring process reviews the social value added by each contract.

Legal and Constitutional References

- 5.4 Under Article 15 of the council's Constitution, Responsibility for Functions (Annex A), the terms of reference of the Performance and Contract Management Committee include the following responsibilities:

- Monitoring of Performance including, but not limited to, targets of Delivery Units and Support Groups including Customer Support Group; Re; the Barnet Group Ltd (including Barnet Homes and Your Choice Barnet); HB Public Law; NSL; Adults and Communities; Family Services; Education and Skills; Street Scene; Public Health; Commissioning Group; and Assurance.
- Receive and scrutinise contract variations and change requests in respect of external delivery units.
- To make recommendations to Policy and Resources and Theme Committees on relevant policy and commissioning implications arising from the scrutiny of performance of Delivery Units and External Providers.
- To receive reports on relevant performance information on Delivery Units providing services under the remit of the Committee.

Risk Management

- 5.5 Risk management is a key part of contract monitoring of all Adults and Communities contracts. Third party providers are clear on how to escalate potential risks to service users and concerns, risks and issues are discussed at quarterly monitoring meetings.

Equalities and Diversity

- 5.6 The 2010 Equality Act outlines the provisions of the Public Sector Equalities Duty which requires Public Bodies **to have due regard** to the need to:
- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010
 - advance equality of opportunity between people from different groups

- foster good relations between people from different groups

Consultation and Engagement

- 5.7 As part of the service review planned for the Specialist, Information, Advice and Advocacy service the Council will engage with users of the service to getting a more detailed picture of performance.

6. BACKGROUND PAPERS

- 6.1 Performance and Contract Management Committee, 4 July 2017 Agenda item 6a - Member's Item
<https://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=693&MId=9326&Ver=4>