



Item No: 12

Meeting Date: Wednesday 21st June 2017

Glasgow City Integration Joint Board

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SCOTTISH LIVING WAGE AND COMMUNITY BENEFITS

Purpose of Report:

The purpose of this report is to make proposals to the Glasgow City Integration Joint Board (IJB) in relation to the Scottish Government's financial settlement for 2017/18 specifically for the provision of the Scottish Living Wage to social care workers within adult social care services. This report also highlights the positive community benefits arising from the purchasing of services from the third and independent sectors.

Recommendations:

The Integration Joint Board is asked to:

- a) note the report and the key responses from the survey that the Partnership carried out with providers as part of its consultation prior to making recommendations to the IJB; and
- b) agree that the Partnership will apply a 2.5% uplift to current provider rates, excluding the care home sector contained within the National Care Home Contract, from 1 May 2017.

Relevance to Integration Joint Board Strategic Plan:

The delivery of good health and social care outcomes is dependent on the quality of care delivered by providers with whom we contract. This settlement improves conditions for staff and organisations and should contribute to improved health and wellbeing outcomes for staff and service users.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide. Resources are used effectively and efficiently in the provision of health and social care services.	
Personnel:	There is no impact on Council or Health personnel.	
Carers:	None	
Provider Organisations:	This settlement assist providers deliver the Scottish Living Wage and helps with their financial sustainability	
Equalities:	None	
Financial:	The proposal of a percentage uplift at the level identified can be absorbed within the financial allocation provided by the Scottish Government as part of the 2017/18 settlement.	
Legal:	As indicated below, no option for delivering the Scottish Living Wage is free from the risk of legal challenge. Following discussion with Glasgow City Council Legal Services, the Partnership recommends the standard percentage uplift as having the least risk.	
Economic Impact:	None	
Sustainability:	None	
Sustainable Procurement and Article 19:	None	
Risk Implications:	As above for Legal.	
Implications for Glasgow City Council:	The Council will require to adjust contract values of providers at directed by the IJB	
Implications for NHS Greater Glasgow & Clyde:	None	
Direction Required to Council, Health Board or Both	Direction to:	
	1. No Direction Required	
	2. Glasgow City Council	✓
	3. NHS Greater Glasgow & Clyde	
	4. Glasgow City Council and NHS Greater Glasgow & Clyde	

1. Background

- 1.1 The Scottish Government's 2017/18 financial settlement for Glasgow City Council contained an allocation of £13.24 million to support the uplift in the Scottish Living Wage from £8.25 per hour to £8.45 per hour, to support the nationally agreed 2.8% uplift to care home fee rates and to support payment of sleepovers and make some additional allowance for sustainability of providers.
- 1.2 The Partnership engaged with providers through a survey, and the key facts from this are as reported below.
- 1.3 The Partnership, in accordance with its statutory duty to promote community benefits, also surveyed providers to establish what difference we are making in communities. The key facts from this are as reported below.
- 1.4 There will be a requirement on providers to confirm they will implement the new Scottish Living Wage from 1 May 2017.

2. Delivery Mechanism

- 2.1 The Scottish Government has advised that the mechanism used to deliver the Scottish Living Wage commitment to providers (excluding care homes contained within the National Care Home Contract) is a matter for local authorities to decide and will depend on a local assessment of the risks presented by each of the options. To this end the Partnership continues to engage with providers and has issued a survey to ask their views on the preferred delivery mechanism.
- 2.2 The following are the options available for distributing the money set aside to support the Scottish Living Wage.
 - 2.2.1 **Option 1 – Procurement.** The Scottish Government has obtained clarification from the European Commission on the application of the Living Wage in procurement processes. This confirms that contracting authorities are unable to make the payment of any specified wage rate above the legal minimums enshrined in law a mandatory requirement as part of a competitive procurement process.
 - 2.2.2 In the UK, this is the National Minimum Wage and National Living Wage, dependent on age. It is therefore not possible to reserve any element of an overall tender score specifically to the payment of the Scottish Living Wage.
 - 2.2.3 A procurement exercise cannot therefore oblige payment of the Scottish Living Wage and is not therefore recommended as an approach.
 - 2.2.4 **Option 2 – Contract Variation.** There are a number of ways that a council can vary a current contract with providers in order to pay the Scottish Living Wage of £8.45 per hour.

2.2.5 For the purpose of clarity, there is no suggestion that those providers who indicate that they will not pay the Scottish Living Wage will be adversely affected in terms of current workload within Glasgow. However, it is recognised that the workforce of such organisations will be adversely affected by their employer's stance on this. By the same token however, such providers should also not expect to receive any additional resources from a scheme whose express intention is to fund payment of the Scottish Living Wage, if they refuse to agree to pay this amount.

2.2.6 The main options are (all conditional on providers volunteering to pay £8.45 per hour);

- (i) apply a percentage increase across-the-board: uplift all contract values/hourly rates by a uniform amount. This approach last year treated all providers fairly and was not subject to legal challenge so is a low risk option;
- (ii) apply a differing percentage increase per provider, through individual negotiation based on their particular costs. As well as being highly complex to achieve, this leaves the contracting authority open to the charge that they manipulated the market and is a significant risk;
- (iii) set a standard rate within which the £8.25 per hour is affordable. This leaves the contracting authority open to the charge that they manipulated the market and is a significant risk; and
- (iv) set a suite of rates. This leaves the contracting authority open to the charge that they manipulated the market and is a significant risk.

3. **Scottish Living Wage Provider Survey: Key Findings (see also Appendix 1)**

3.1 **Respondents.** The survey was made available to 91 providers to participate in. Seventy providers submitted a set of valid responses for which this report is based on. This represents a response rate of 76.9%.

3.2 Some **key findings** from survey include:

- 1,512.9 WTE staff currently paid at £9 per hour or above – three-tenths (29.9%)
- 1,194.7 WTE staff currently paid at £8.45 to £8.99 – just under a quarter (23.6%)
- 2,346.2 WTE staff currently paid at £8.25 to £8.44 – under a half (46.4%)
- 30.4% of providers reported that they have already implemented the SLW of £8.45 per hour
- 97.1% of providers indicated a preferred distribution method for the additional funding
- 54.4% reported that they prefer a percentage increase applied across the board
- 17.6% reported that they prefer a differing percentage increase applied per provider through individual negotiation
- 16.2% reported that they prefer a standard rate set for which the £8.45 per hour for care workers is affordable.

4. **Community Benefits Provider Survey: Key Findings (see also Appendix 2)**

4.1 **Respondents.** A survey on community benefits was made available to 159 providers who provide social care services over a four-week period in February/March 2017. Of the 159 providers who were invited to participate in the survey, 123 responded. This represents a response rate of 77.4%.

4.2 Some **key findings** from the survey include:

- the 123 providers employ 8,232.7 WTE staff to provide social care services contracted by the Council
- 88.6% of providers who had social care staff and provided a valid response reported that 3,147.3 WTE social care staff benefited from the additional funding that was made available for the implementation of the SLW of £8.25 per hour
- of the 121 (98.4%) providers who provided a valid response, 3,913.3 WTE social care staff are required to have an SVQ or above in Health and Social Care to be employed in their work
- 3,157.8 WTE staff had an SVQ
- 747.3 WTE staff had an HNC/HND
- 282.9 WTE staff had a PDA
- 373.2 WTE staff had an undergraduate degree
- 139.3 WTE staff had a postgraduate degree and
- 73.2% of providers had experience in delivering or supporting targeted recruitment and training outcomes.

4.3 **Unpaid Volunteering Opportunities** [123 provided a response]. Most providers, just under three-fifths (71, 57.7%), reported that they provide unpaid volunteering opportunities.

4.4 **Number of Unpaid Volunteers** [68 provided a response]. For the 71 (57.7%) providers who provide unpaid volunteering opportunities, 68 (95.8%) provided a valid response and reported that they currently have 1,618 unpaid volunteers. The current average of unpaid volunteers per provider is 23.8, ranging from a minimum of 0 to 410 per provider.

4.5 **Support to Unpaid Volunteers** [71 provided a response]. The 71 (57.7%) providers who provide unpaid volunteering opportunities reported they support their unpaid volunteers.

4.6 **Support to Unpaid Volunteers who are Social Care Service Users** [71 provided a response]. Of the 71 (57.7%) providers who provide unpaid volunteering opportunities, the majority of them, seven in 10 (49, 69%), reported that they support social care service users to participate in volunteering opportunities either in their organisation or another. They reported that 298 of their current unpaid volunteers are social care services users.

4.7 **Social Care Service Users Accessing Other Local Groups and Resources within the Community** [123 provided a response]. The majority of providers, over four-fifths (102, 82.9%), reported that their supported social care service users also access other local groups and resources in the wider community. Almost all of the 102 providers who have social care service users accessing

other local groups and resources reported that they support them to do so (101, 99%).

5. The Proposal

- 5.1 We would propose to adopt – contract variation – a standard percentage uplift of 2.5% for non-care homes adult social care. We need to be mindful that our approach to applying the uplift should mitigate the risk of legal challenge and there was no challenge to this approach last year.
- 5.2 It should also be noted that the application of a percentage uplift was the most preferred option with providers who responded to the survey and the NCHC uplift was agreed nationally with provider representatives.
- 5.3 The Partnership is proposing the uplifts are applied to the non-staff cost element of rates as well as the staff element to address the sustainability issues raised by providers in the survey.

6. Risks and Issues

- 6.1 The following risks and issues have been highlighted as part of the preparation work that has been undertaken.
- 6.2 We believe the proposal to make a standard percentage uplift is the most robust mitigating action we can take to minimise some of the risks noted above, and this will enable us to make a significant contribution to our provider organisations within the set timescales.
- 6.3 Although the settlement and employment tribunals and court decisions still allow for aggregated payments for sleepovers, there are still some challenges to this going through the courts. The Partnership is preparing contingencies to manage any risk falling out of a different application of HMRC rules to the issue of sleepovers.
- 6.4 The Proof of Concept being reported separately aims to ensure we can find innovative approaches to ensure that the outcomes for our service users are met within a context of reduced resources, whilst addressing any potential anomalies that the percentage uplift might bring.

7. Recommendations

- 7.1 The Integration Joint Board is asked to:
 - a) note the report and the key responses from the survey that the Partnership carried out with providers as part of its consultation prior to making recommendations to the IJB; and
 - b) agree that the Partnership will apply a 2.5% uplift to current provider rates, excluding the care home sector contained within the National Care Home Contract, from 1 May 2017.



DIRECTION FROM THE GLASGOW CITY INTEGRATION JOINT BOARD

1	Reference number	210617-12-a
2	Date direction issued by Integration Joint Board	21 st June 2017
3	Date from which direction takes effect	21 st June 2017
4	Direction to:	Glasgow City Council only
5	Does this direction supersede, amend or cancel a previous direction – if yes, include the reference number(s)	No.
6	Functions covered by direction	Adult Social Care Services
7	Full text of direction	Glasgow City Council is directed to: <ul style="list-style-type: none"> • uprate current provider rates for adult care services by 2.5%, backdated to 1 May 2017.
8	Budget allocated by Integration Joint Board to carry out direction	<ul style="list-style-type: none"> • uprate current provider rates for adult care services by 2.5% backdated to 1 May 2017.
9	Performance monitoring arrangements	In line with the agreed Performance Management Framework of the Glasgow City Integration Joint Board and the Glasgow City Health and Social Care Partnership.
10	Date direction will be reviewed	April 2018



Report title: Scottish Living Wage Survey Findings

Date: 10 April 2017

1. Purpose

1.0 The purpose of this report is to present findings from the Glasgow City Health and Social Care Partnership's Scottish Living Wage (SLW) Survey to its provider organisations who are currently contracted to provide social care and support in either care at home or housing support settings to adult and older people service users in Glasgow City.

2.0 Background

- 2.1 The Scottish Government has announced additional funding to Health and Social Care Partnerships as part of the Local Government Settlement for 2017-18 to assist social care providers to pay all their adult social care staff the Scottish Living Wage of £8.45 per hour from 1 May 2017. This is a commitment to recognise and invest in the crucial role of social care staff in supporting some of society's most vulnerable people and assist in addressing a number of issues within the sector, for example fairer pay, recruitment and retention.
- 2.2 This commitment specifically applies to social care staff supporting adults in care homes and care at home and housing support settings. It also includes adult day care workers and personal assistants through arrangements where care is provided. This covers all purchased services, including social care and support services such as those for people with disabilities (learning and/or physical), mental health difficulties, substance misuse issues and children and families issues (including Women's Aid, Children with Disabilities and Leaving Care).
- 2.3 To assist the Partnership to plan for the distribution of the additional funding, provider organisations who are currently contracted to provide social care and support in either care at home or housing support settings to adult and older people service users in Glasgow City were invited to participate in a web-based survey over a two-week period in March-April 2017.

3.0 Findings

3.1 **Respondents.** The survey was made available to 91 providers to participate in. Seventy providers submitted a set of valid responses for which this report is based on. This represents a response rate of 76.9%. Tables with full analysis of responses to the questions are included at Appendix 1 of this report. **Text in red indicates how many providers were applicable to answer the question and provided a valid response.** Note that some totals may not equal the sum of their component parts due to rounding.

3.2 **Background Information [70].** Providers were asked for key information about their organisation:

- just under a half of providers were national (Scotland only) (33, 47.1%) and over a third were local (25, 35.7%); about a sixth (12, 17.1%) were national (UK-wide)
- the majority of providers were voluntary/charitable – over four-fifths (60, 85.7%)
- the providers provided services to a range of care groups:
 - Disabilities (Learning and/or Physical Disability) – half (36, 51.4%)
 - Older People – over two-fifths (32, 45.7%)
 - Mental Health – a third (24, 34.3%)
 - Children and Families and/or Homelessness – each three-tenths (22, 31.4%) (21, 30%)
 - Addictions – about a sixth (11, 15.7%)
 - Carers – just under a tenth (6, 8.6%)
 - Criminal Justice – just over 5% (5, 7.1%) and
 - Other (4, 5.7%) included responses that fitted into the response categories but were more specific.
- the providers provided a range of services, the main ones being:
 - care and support – two-thirds (46, 65.7%)
 - housing support/flexible outreach – just under two-thirds (45, 64.3%)
 - supported living/accommodation – half (36, 51.4%)
 - day opportunities (community-based)/employability services – a third (23, 32.9%)
 - care home (registered) – three-tenths (21, 30%)
 - short breaks (community-based) – a quarter (18, 25.7%) and
 - day care (buildings-based services) – just under a fifth (13, 18.6%) and
- the majority of providers are currently contracted by another Local Authority other than Glasgow City Council to provide social care and/or support services – seven in 10 (49, 70%).

3.3 **Whole Time Equivalent (WTE) Staff [70].** For the 70 providers, a total of 5,064 WTE social care staff are currently employed to provide social care and support services contracted by the Council. The average per provider is 72.3 WTE, ranging from a minimum of 1.8 WTE to 744.3 WTE per provider.

3.4 **Hourly Pay Bandings (by WTE staff) [70].** The 70 providers provided a valid breakdown of the hourly pay bandings for 5,053.8 WTE of their social care staff, just over half (2,707.6, 53.6%) of which are paid the SLW of £8.45 or above:

- 1,512.9 WTE at £9 or above – three-tenths (29.9%)
- 1,194.7 WTE at £8.45 to £8.99 – just under a quarter (23.6%) and
- 2,346.2 WTE at £8.25 to £8.44 – under a half (46.4%).

- 3.5 **Hourly Pay Bandings (by number of providers) [70].** Of the 70 providers who provided a valid breakdown of the hourly pay banding for their social care staff, almost all of them, nine in 10 (62, 91.2%), pay at least one of their staff members £9 or above per hour. Just over half of the providers pay at least one of their staff members £8.25 to £8.44 per hour (37, 54.4%) and/or £8.45 to £8.99 per hour (36, 52.9%).
- 3.6 **Annual Leave/Sickness Cover [70].** Two-fifths (29, 41.4%) of providers mainly manage annual leave/sickness cover for their social care staff through their WTE staff. A quarter (17, 24.3%) of providers mainly manage it through overtime. A sizeable proportion of providers reported 'other' – a third (23, 32.9%). 'Other' mainly consisted of a combination of WTE staff, overtime and contract agency staff or providers using relief/bank/sessional staff.
- 3.7 **Intention to Implement the SLW [69].** Three-tenths (21, 30.4%) of 69 providers reported that they have already implemented the SLW of £8.45 per hour, and a further two-thirds (45, 65.2%) of providers indicated that they intend on implementing it. Three (4.3%) providers do not intend on implementing the SLW of £8.45 (although they indicated that its implementation was contingent on the level of funding).
- 3.8 **Date of Implementation of the SLW [66].** Of the 66 providers who reported that they have implemented or will implement the SLW of £8.45 per hour, just over half (35, 53%) indicated that their social care staff received/will have received it in their pay before 1 May 2017, or it will be backdated before then. Three-tenths (20, 30.3%) of providers indicated between 1 May to 30 June 2017. A sixth (11, 16.7%) of providers did not indicate a date, but qualified that this would be set once additional funding from the Partnership had been confirmed.
- 3.9 **Readiness to Implement the SLW [69].** Just under half (33, 47.8%) of the 69 providers reported that they are fully ready to implement the SLW of £8.45 per hour from 1 May 2017, and two-fifths (27, 39.1%) of them indicated that they are partially ready. An eighth (9, 13%) of providers reported that they are not ready at all.
- 3.10 **Sleepover Service and Implementation of the SLW [69 and 40].** Forty (58%) of the 69 providers reported that they are contracted by Glasgow City Council to provide a sleepover service. Just over-three fifths (25, 62.5%) of them indicated that it is not their intention to pay their social care staff as a minimum the SLW of £8.45 per hour for sleepovers. A fifth (8, 20%) of them reported that they intend to, and a similar proportion (7, 17.5%) reported that they did not know.
- 3.11 **Distribution Method for the Additional Funding [68].** Sixty-eight (97.1%) providers indicated a preferred distribution method for the additional funding to support the implementation of the SLW of £8.45 per hour. Most of them, over half (37, 54.4%), reported that they prefer a percentage increase applied across the board. Around a sixth (12, 17.6%) of them reported that they prefer a differing percentage increase applied per provider through individual negotiation based on particular costs, and a similar proportion of providers (11, 16.2%) prefer a standard rate set for which the £8.45 per hour for care workers is affordable. The table below outlines at what level providers thought this should be. Additionally, just over a tenth (8, 11.8%) of providers reported that they prefer a hybrid of the above options, which mainly consisted of a differing percentage increase across the board, per provider and/or standard rate. A couple providers commented that in light of Employment Tribunal decisions, it is not sustainable to pay staff providing sleepovers the SLW of £8.45 per hour unless there is match funding.

Distribution Method	Number of providers who indicated preferred distribution method	Number of providers who indicated at what level	Average	Minimum	Maximum
Apply a percentage increase across the board	37	32	3.3%	0.3%	6.5%
Apply a differing percentage increase per provider, through individual negotiation based on their particular costs	12	4	3%	2%	3.5%
Set a standard rate for the local authority within which the £8.45 per hour for care workers is affordable	11	7	£14.97	£8.83	£17.85
A hybrid of the above options	8	n/a	n/a	n/a	n/a

3.11 **Sustainability Issues [49]**. Providers were provided the opportunity to comment on any sustainability issues that their organisation has or may have in the current operating environment, including the implementation of the SLW of £8.45 per hour. The majority of providers, seven in 10 (49, 70%), provided comments. They are summarised:

- commitment and funding (16, 32.7%): there is agreement with and commitment to implementation of the SLW, and a particular commitment to continuing to provide high quality services – although there are a range of issues and impacts in its implementation. Some providers commented that they are unable to commit to a date to implement the SLW until the distribution method and level of funding are confirmed. This is a particular challenge given that implementation will be from 1 May 2017 and some providers will have begun to implement it, but the distribution method and level of funding will not be confirmed until June’s Integration Joint Board. In general, increases to the SLW need to be appropriately and equitably funded by the Scottish Government and Local Authorities for it to be affordable and providers to meet increased associated costs. There also needs to be more consistency in the distribution method, funding and rates across Local Authorities as there are providers who are contracted to provide services to more than one Local Authority
- differentials (16, 32.7%): increases to the SLW is impacting upon pay differentials, where the difference in pay between care staff and higher paid care staff and managers is decreasing and not being preserved. This is negatively impacting staff recruitment, development, progression and retention for higher paid care staff and managers. It is also impacting on the same for non-social care staff who are paid below the SLW. As part of the additional funding for implementation of the SLW, an appropriate level of funding needs to be made available to maintain differentials
- sleepover services (14, 28.6%): if recent Tribunal decisions regarding payment of staff for sleepover services is to be complied with in line with

increases to the SLW, then the cost for providing sleepover services will continue to significantly rise. This continues to be unsustainable in the absence of additional funding and/or a review of current rates to reflect increases in staff costs, and clarity needs to be made on how sleepovers will be resolved

- framework rates (9, 18.4%): framework rates for services need to be reviewed to take account of the increase in staff and service costs associated with the implementation of the SLW. Providers also commented that they still had service users on previous rates and require reviews of care packages to take place so that the new Framework rates are applied and services are more sustainable (some providers referenced that the Partnership made a previous commitment to complete them by December 2016). Any further delays in reviews will continue to make services more unsustainable
- employer costs (3, 6.1%): increases to the SLW also increases providers' employer costs (for example, National Insurance and pensions)
- apprenticeships (2, 4.1%): a couple providers also reported additional costs associated with the Apprenticeship Levy
- approach to service provision (1, 2%): a provider commented that the current approach to service provision is over-reliant on 'hours-based' commissioning, which inhibits flexibility to be creative in meeting individual outcomes within an agreed budget and
- other funding (1, 2%): a provider reported that the ending of Supporting People funding has impacted the financial sustainability of one of its older person services and its service model, regardless of the implementation of the SLW. The provider is currently discussing the service model with the Partnership.

Appendix 1: Tables with Analysis to Questions

Q1. Does your provider organisation currently employ social care staff who provide social care and support at home and/or housing support settings to adult service users in Glasgow? This includes Children and Families services that support adults/families. (please tick one)Is your provider organisation national or local? (please tick one)

Number applicable=70

Number with a valid response=70

Response	Frequency
Yes	70 100.0%
No	0 0.0%
Total	70

Q7. Is your provider organisation national or local? (please tick one)

Number applicable=70

Number with a valid response=70

Response	Frequency
National (Scotland only)	33 47.1%
National (UK-wide)	12 17.1%
Local (that is, mainly Glasgow)	25 35.7%
Total	70

Q8. Is your provider organisation voluntary/charitable or private/independent? (please tick one)

Number applicable=70

Number with a valid response=70

Response	Frequency
Voluntary/Charitable	60 85.7%
Private/Independent	10 14.3%
Total	70

Q9. Which care group(s) is your provider organisation contracted by Glasgow City Council Social Work Services to provide a service to? (please tick all that apply)

Number applicable=70

Number with a valid response=70

Response	Frequency
Addictions	11 15.7%
Carers	6 8.6%
Children and Families	22 31.4%
Criminal Justice	5 7.1%
Disabilities (Learning and/or Physical Disability)	36 51.4%
Homelessness	21 30.0%
Mental Health	24 34.3%
Older People	32 45.7%
Other	4 5.7%

Q10. What type(s) of social care and support services is your provider organisation contracted by Glasgow City Council Social Work Services to provide? (please tick all that apply)

Number applicable=70

Number with a valid response=70

Response	Frequency	Response	Frequency
Care and support	46 65.7%	Day opportunities (community-based)/ Employability services	23 32.9%
Care home (registered)	21 30.0%	Family placements	2 2.9%
Care home with nursing care	2 2.9%	Hostels	5 7.1%
Short breaks (community-based)	18 25.7%	Housing support/Flexible outreach	45 64.3%
Short breaks (residential)	6 8.6%	Information/Advocacy counselling	7 10.0%
Carers support	5 7.1%	Supported living/accommodation	36 51.4%
Community rehabilitation	5 7.1%	Other	5 7.1%
Day care (buildings-based services)	13 18.6%		

Q11. Is your provider organisation contracted by any other Local Authorities to provide social care and support services? (please tick one)

Number applicable=70

Number with a valid response=70

Response	Frequency
Yes	49 70.0%
No	21 30.0%
Do not know	0 0.0%
Total	70

12. How many Whole Time Equivalent (WTE) social care staff does your provider organisation currently employ to provide social care and support services (including housing support) to adults contracted by Glasgow City Council Social Work Services? Exclude Apprentices. (enter a WTE number)

Number applicable=70

Number with a valid response=70

Response	WTE
Total	5064
Average per provider	72.3
Min	1.8
Max	744.3

Q13. As at 1 April 2017, how many of the WTE social care staff within your provider organisation who provide social care and support services (including housing support) to adults contracted by Glasgow City Council Social Work Services are paid within the following bandings? Exclude Apprentices. The figures should equal the total in the previous answer. (enter a WTE number for each banding)

Number applicable=70

Number with a valid response=70

Response	WTE
£9 or above	1512.9 29.9%
£8.45 to £8.99	1194.7 23.6%
£8.25 to £8.44	2346.2 46.4%
Total	5053.8

Based on Q13. Number of provider organisations who currently pay their social care staff within the following bandings for social care and support services (including housing support) to adults contracted by Glasgow City Council Social Work Services.

Number applicable=70

Number with a valid response=70

Response	Frequency
£9 or above	62 91.2%
£8.45 to £8.99	36 52.9%
£8.25 to £8.44	37 54.4%

Q14. In the main, how does your provider organisation manage annual leave/sickness cover for your social care staff? (please tick one)

Number applicable=70

Number with a valid response=70

Response	Frequency
WTE staff above in the previous question	29 41.4%
Provide overtime	17 24.3%
Contract agency staff	1 1.4%
Other	23 32.9%
Total	70

Q15. Is it the intention of your provider organisation to pay your social care staff in Glasgow as a minimum the Scottish Living Wage of £8.45 per hour? (please tick one)

Number applicable=70

Number with a valid response=69

Response	Frequency
Yes	45 65.2%
No	3 4.3%
Have already implemented the SLW of £8.45 per hour	21 30.4%
Total	69

Q16. If 'yes' or 'already implemented' to the previous question, when will your provider organisation's social care staff receive/have received their first pay that includes the Scottish Living Wage of £8.45 per hour? (indicate a date)

Number applicable=66

Number with a valid response=66

Response	Frequency
Before 1 May 2017	35 53.0%
1 May - 30 June 2017	20 30.3%
No date given	11 16.7%
Total	66

Q17. Please rate the current readiness of your provider organisation to implement the Scottish Living Wage of £8.45 per hour for social care staff from 1 May 2017. (please tick one)

Number applicable=70

Number with a valid response=69

Response	Frequency
Fully ready	33 47.8%
Partially ready	27 39.1%
Not ready at all	9 13.0%
Total	69

Q18. Is your provider organisation contracted by Glasgow City Council Social Work Services to provide a sleepover service? (please tick one)

Number applicable=70

Number with a valid response=69

Response	Frequency
Yes	40 58.0%
No	29 42.0%
Total	69

Q19. Is it the intention of your provider organisation to pay your social care staff in Glasgow as a minimum the Scottish Living Wage of £8.45 per hour for sleepovers? (please tick one)

Number applicable=40

Number with a valid response=40

Response	Frequency
Yes	8 20.0%
No	25 62.5%
Do not know	7 17.5%
Total	40

Qs20/21. The additional funding to support the implementation of the Scottish Living Wage of £8.45 per hour can be distributed in a number of ways. Please indicate your provider organisation's preferred option and percentage increase/rate (please tick one and indicate percentage increase/rate)

Number applicable=70

Number with a valid response=68

Response	Frequency	Percentage increase or rate			
		Number with a valid response (percentage increase or rate)	Average	Min	Max
Apply a percentage increase across the board	37	32	3.3%	0.3%	6.5%
	54.4%				
Apply a differing percentage increase per provider, through individual negotiation based on their particular costs	12	4	3.0%	2.0%	3.5%
	17.6%				
Set a standard rate for the local authority within which the £8.45 per hour for care workers is affordable	11	7	£14.97	£8.83	£17.85
	16.2%				
Set a suite of rates	0	n/a	n/a	n/a	n/a
	0.0%				
A hybrid of the above options	8		n/a	n/a	n/a
	11.8%				
Total	68	n/a	n/a	n/a	n/a



Report title: Community Benefits Survey Findings

Date: 17 March 2017

1. Purpose

1.0 The purpose of this report is to present findings from the Glasgow City Health and Social Care Partnership's Community Benefits Survey to its provider organisations who are currently contracted to provide social care services.

2.0 Background

2.1 As part of Glasgow City Council's new procurement guidance, the Partnership is required to establish a baseline for the extent to which its engagement with providers of social care services contributes to promoting community benefits among the communities it supports.

2.2 A web-based survey on community benefits was made available to 159 provider organisations who are currently contracted by the Partnership to provide social care services over a four-week period in February/March 2017. They were to complete the survey as it related to their Glasgow services.

2.3 The survey captured information on:

- number of staff employed (social care and non-social care), including bandings for staff paid hourly
- number of staff who benefited from the implementation of the Scottish Living Wage (SLW)
- staff qualifications
- provider experience in delivering or supporting targeted recruitment and training outcomes
- provider experience in delivering or supporting educational support outcomes
- unpaid volunteering opportunities and support
- support to service users to access other local groups and resources within the community and
- providers featured on the Partnership's social care and support website Your Support Your Way Glasgow.

3.0 Findings

3.1 **Respondents.** Of the 159 provider organisations who were invited to participate in the survey, 123 provided a set of valid responses for which this report is based on. This represents a response rate of 77.4%. Findings relate to providers' services contracted by the Partnership. Tables with full analysis of responses to the questions are included at Appendix 1 to this report. **Text in red indicates how many providers were applicable to answer the question and provided a valid response.** Note that some totals may not equal the sum of their component parts due to rounding.

3.2 **Background Information [123].** Providers were asked for key information about their organisation:

- half of providers were either national (63, 51.2%) or local (60, 48.8%)
- the majority of providers were voluntary/charitable – seven in 10 (86, 69.9%)
- most providers were a Small Medium Enterprise – two-thirds (80, 65%)
- the providers provided services to a range of care groups:
 - Older People – half (63, 51.2%)
 - Disabilities (Learning and/or Physical Disability) – two-fifths (48, 39%)
 - Children and Families – three in 10 (37, 30.1%)
 - Mental Health – just under three in 10 (35, 28.5%)
 - Homelessness – over a fifth (27, 22%) and
 - Addictions (16, 13%), Carers (12, 9.8%), Criminal Justice (11, 8.9%) and 'other' (11, 8.9%) accounted for around a tenth each ('other' included providers being more specific about the care groups)
- the providers provided a range of services, the main ones being:
 - care and support – just under a half (58, 47.2%)
 - housing support/flexible outreach – over two-fifths (54, 43.9%)
 - care home (registered) – three-tenths (36, 29.3%)
 - supported living/accommodation – just under three-tenths (34, 27.6%)
 - short breaks (community-based) – just under a fifth (23, 18.7%) and
 - day opportunities (community-based)/employability services – around a sixth (21, 17.1%)
- around seven in 10 of providers' services support adults aged 18-64 (88, 71.5%) and older people aged 65 and over (83, 67.5%). Three in 10 (39, 31.7%) of providers' services support children aged 0-17
- the majority of providers are contacted by another Local Authority to provide social care services – seven in 10 (85, 69.1%) and
- the majority of providers' Glasgow services are citywide – seven in 10 (88, 71.5%).

Whole Time Equivalent (WTE) Staffing

3.3 **WTE Staff [123].** For the 123 providers, a total of 8,232.7 WTE staff (social care and non-social care) are currently employed to provide social care services contracted by the Council. The average per provider is 66.9 WTE, ranging from a minimum of 0.1 to 596.4 WTE per provider.

3.4 **WTE SALARIED SOCIAL CARE Staff [123].** For the 123 providers, a total of 4,322.7 WTE salaried social care staff are currently employed to provide social care services contracted by the Council. The average per provider is 35.1 WTE, ranging from a minimum of 0 to 395.5 WTE per provider. In comparison with other survey questions relating to WTE staff salaried/hourly and social care/non-social care, it is

highly likely that social care staff who are paid hourly were included within providers' figures for salaried social care staff.

- 3.5 **WTE HOURLY SOCIAL CARE Staff by Bandings [109].** One hundred and nine (88.6%) of the 123 providers provided a valid breakdown of the hourly pay bandings for their 6,178.8 WTE hourly social care staff, almost all of which are paid the SLW or above:
- 1,663.9 WTE at £9 or above – just over a quarter (26.9%)
 - 1,058 WTE at £8.45 to £8.99 – just over a sixth (17.1%)
 - 3,280.3 WTE at £8.25 to £8.44 – just over a half (53.1%)
 - 53.9 WTE at £7.85 to £8.24 – one percent (0.9%) and
 - 122.7 WTE at £7.20 to £7.84 – two percent (2%).
- 3.6 **WTE HOURLY SOCIAL CARE Staff Bandings by Number of Providers [109].** Of the 109 (88.6%) providers who provided a valid breakdown of the hourly pay bandings for their 6,178.8 WTE hourly social care staff, the majority of them, four-fifths (87, 79.8%), pay at least one of their staff members £9 or above per hour. Over half (61, 56%) of the providers pay at least one of their staff members £8.25 to £8.44 per hour. Two-fifths (43, 39.4%) of providers pay at least one of their staff members £8.45 to £8.99 per hour.
- 3.7 **Implementation of the SLW [109].** Of the 109 (88.6%) providers who had social care staff and provided a valid response, they reported that 3,147.3 WTE social care staff benefited from the additional funding that was made available from the Partnership for the implementation of the SLW.
- 3.8 **WTE HOURLY NON-SOCIAL CARE Staff by Bandings [88].** Eighty-eight (71.5%) of the 123 providers provided a valid breakdown of the hourly pay bandings for their 1,325.7 WTE hourly non-social care staff, the majority of which are paid the SLW or above:
- 577.9 WTE at £9 or above – over two-fifths (43.6%)
 - 54.6 WTE at £8.45 to £8.99 – about 5% (4.1%)
 - 295.7 WTE at £8.25 to £8.44 – just over a fifth (22.3%)
 - 48.3 WTE at £7.85 to £8.24 – just under 5% (3.6%) and
 - 349.2 WTE at £7.20 to £7.84 – just over a quarter (26.3%).
- 3.9 **WTE HOURLY NON-SOCIAL CARE Staff Bandings by Number of Providers [88].** Of the 88 (71.5%) providers who provided a valid breakdown of the hourly pay bandings for their 1,325.7 WTE hourly non-social care staff, the majority of them, four-fifths (69, 78.4%), pay at least one of their staff members £9 or above per hour. Over a third (31, 35.2%) of the providers pay at least one of their staff members £8.25 to £8.44 per hour. A quarter (22, 25%) of providers pay at least one of their staff members £8.45 to £8.99 per hour. A similar proportion of providers pay at least one of their staff members £7.20 to £7.84 per hour (21, 23.9%).

Qualifications

- 3.10 **WTE SOCIAL CARE Staff Required to have SVQ or Above [121].** Of the 121 (98.4%) providers who provided a valid response, 3,913.3 WTE social care staff are required to have an SVQ or above in Health and Social Care to be employed in their work. The average per provider is 32.3 WTE, ranging from a minimum of 0 to 395.5 WTE per provider.

3.11 **Qualifications of WTE SOCIAL CARE Staff [115 and 121].** Of the 123 providers, between 115 (93.5%) and 121 (98.4%) of them provided a valid response for the number of their social care staff who had the following qualifications. The providers reported that:

- 3,157.8 WTE had an SVQ
- 747.3 WTE had an HNC/HND
- 282.9 WTE had a PDA
- 373.2 WTE had an undergraduate degree and
- 139.3 WTE had a postgraduate degree.

Recruitment, Training and Educational Support Outcomes

3.12 **Targeted Recruitment and Training Outcomes [90].** Ninety of the 123 providers, about three-quarters (73.2%), had experience in delivering or supporting targeted recruitment and training outcomes. For the 90 providers, they indicated that they were for:

- work experience placements – young people – two-thirds (59, 65.6%)
- work experience placements – graduates/students (paid) – over half (48, 53.3%)
- modern apprenticeships – just under half (43, 47.8%)
- new entrant jobs – about two-fifths (35, 38.9%) and
- graduate positions – about a fifth (17, 18.9%).

3.13 **Educational Support Outcomes [83].** Eighty-three of the 123 providers, two-thirds (67.5%), had experience in delivering or supporting educational support outcomes. For the 83 providers, they indicated that they were for:

- workplace visits for school pupils or college/university students – four-fifths (68, 81.9%)
- careers events, industry awareness days or workshops for school pupils or college/university students – three-quarters (62, 74.7%) and
- school mentoring – just under three-tenths (23, 27.7%).

Unpaid Volunteering

3.14 **Unpaid Volunteering Opportunities [123].** Most providers, just under three-fifths (71, 57.7%), reported that they provide unpaid volunteering opportunities.

3.15 **Number of Unpaid Volunteers [68].** For the 71 (57.7%) providers who provide unpaid volunteering opportunities, 68 (95.8%) provided a valid response. They reported that they currently have 1,618 unpaid volunteers. The current average of unpaid volunteers per provider is 23.8, ranging from a minimum of 0 to 410 per provider.

3.16 **Support to Unpaid Volunteers [71].** The 71 (57.7%) providers who provide unpaid volunteering opportunities reported how they support their unpaid volunteers. The main supports included:

- training – internal – almost all (64, 90.1%)
- flexible volunteering hours – over four-fifths (59, 83.1%)
- guidelines/policies on volunteering – over four-fifths (59, 83.1%)
- regular support and supervision sessions – about three-quarters (52, 73.2%) and

- expenses – travel – seven in 10 (49, 69%).

- 3.17 **Support to Unpaid Volunteers who are Social Care Service Users [71]**. Of the 71 (57.7%) providers who provide unpaid volunteering opportunities, the majority of them, seven in 10 (49, 69%), reported that they support social care service users to participate in volunteering opportunities either in their organisation or another.
- 3.18 **Number of Unpaid Volunteers who are Social Care Service Users [65]**. Of the 71 (57.7%) providers who provide unpaid volunteering opportunities, 65 (91.5%) providers provided a valid response. They reported that 298 of their current unpaid volunteers are social care services users. The current average of unpaid volunteers who are social care service users per provider is 4.6, ranging from a minimum of 0 to 69 per provider.

Access to Other Local Groups and Resources within the Community

- 3.19 **Social Care Service Users Accessing Other Local Groups and Resources within the Community [123]**. The majority of providers, over four-fifths (102, 82.9%), reported that their supported social care service users also access other local groups and resources in the wider community.
- 3.20 **Support to Social Care Service Users Accessing Other Local Groups and Resources within the Community [101]**. Almost all of the 102 providers who have social care service users accessing other local groups and resources reported that they support them to do so (101, 99%). Providers indicated how they support them, the main ones being:
- direct support to participate in a local group or resource – almost all (89, 88.1%)
 - referring to local groups or resources on behalf of service users – over four-fifths (87, 86.1%)
 - signposting to local groups or resources – four-fifths (81, 80.2%)
 - assistance with transport to support service users to participate in a local group or resource – over three-fifths (63, 62.4%) and
 - signposting through the Partnership’s website Your Support Your Way Glasgow – over two-fifths (44, 43.6%).
- 3.21 **Your Support Your Way Glasgow [123]**. Just over half (65, 52.8%) of providers reported that their organisation or services are listed on the Partnership’s social care and supports website Your Support Your Way Glasgow. Three-tenths (36, 29.3%) of providers reported that they did not know, and just under a fifth (22, 17.9%) reported no.

Appendix 1: Tables with Analysis to Questions

Q5. Is your provider organisation national or local? (please tick one response)

Number applicable=123

Number with a valid response=123

Response	Frequency
National	63 51.2%
Local (that is, mainly Glasgow)	60 48.8%
Total	123

Q6. Is your provider organisation voluntary/charitable or private/independent? (please tick one response)

Number applicable=123

Number with a valid response=123

Response	Frequency
Voluntary/Charitable	86 69.9%
Private/Independent	37 30.1%
Total	123

Q7. Is your provider organisation a Small Medium Enterprise (SME)?
 (that is, does your organisation employ less than 250 people AND have an annual turnover not exceeding 50 million euro and/or an annual balance sheet total not exceeding 43 million euro) (please tick one response)

Number applicable=123

Number with a valid response=123

Response	Frequency
Yes	80 65.0%
No	42 34.1%
Do not know	1 0.8%
Total	123

Q8. Which care group(s) is your provider organisation contracted by Glasgow City Council Social Work Services to provide a service to? (please tick all that apply)

Number applicable=123

Number with a valid response=123

Response	Frequency
Addictions	16 13.0%
Carers	12 9.8%
Children and Families	37 30.1%
Criminal Justice	11 8.9%
Disabilities (Learning and/or Physical Disability)	48 39.0%
Homelessness	27 22.0%
Mental Health	35 28.5%
Older People	63 51.2%
Other	11 8.9%

Q9. What type(s) of social care and support services is your provider organisation contracted by Glasgow City Council Social Work Services to provide? (please tick all that apply)

Number applicable=123

Number with a valid response=123

Response	Frequency	Response	Frequency
Care and support	58 47.2%	Day opportunities (community-based)/ Employability services	21 17.1%
Care home (registered)	36 29.3%	Family placements	9 7.3%
Care home with nursing care	13 10.6%	Hostels	5 4.1%
Short breaks (community-based)	23 18.7%	Housing support/Flexible outreach	54 43.9%
Short breaks (residential)	11 8.9%	Information/Advocacy counselling	16 13.0%
Carers support	13 10.6%	Supported living/accommodation	34 27.6%
Community rehabilitation	8 6.5%	Other	11 8.9%
Day care (buildings-based services)	15 12.2%		

Q10. Which age group(s) are supported by your provider organisation's social care and support services that are contracted by Glasgow City Council Social Work Services? (please tick all that apply)

Number applicable=123

Number with a valid response=123

Response	Frequency
Children aged 0-17	39 31.7%
Adults aged 18-64	88 71.5%
Older people aged 65 and over	83 67.5%

Q11. Is your provider organisation contracted by any other Local Authorities to provide social care and support services? (please tick one response)

Number applicable=123

Number with a valid response=123

Response	Frequency
Yes	85 69.1%
No	37 30.1%
Do not know	1 0.8%
Total	123

Q12. Which geographical location(s) within Glasgow City are covered by your provider organisation's social care and support services contracted by Glasgow City Council Social Work Services? (please tick one response)

Number applicable=123

Number with a valid response=123

Response	Frequency
Citywide	88 71.5%
North East only	9 7.3%
North West only	4 3.3%
South only	12 9.8%
More than one local area but not citywide	10 8.1%
Total	123

13. How many Whole Time Equivalent staff (salaried and paid hourly) does your provider organisation currently employ to provide social care and support services contracted by Glasgow City Council Social Work Services? This should include social care and non-social care staff.

Number applicable=123

Number with a valid response=123

Response	WTE
Total	8232.7
Average per provider	66.9
Min	0.1
Max	596.4

14. How many Whole Time Equivalent SOCIAL CARE staff (salaried) does your provider organisation currently employ to provide social care and support services contracted by Glasgow City Council Social Work Services?

Number applicable=123

Number with a valid response=123

Response	WTE
Total	4322.7
Average per provider	35.1
Min	0
Max	395.5

Q15. Within the following bandings, how many Whole Time Equivalent SOCIAL CARE staff (paid hourly) does your provider organisation currently employ to provide social care and support services contracted by Glasgow City Council Social Work Services?

Number applicable=109 (14 providers not applicable)

Number with a valid response=109

Response	WTE
£9 and above	1663.9 26.9%
£8.45 to £8.99	1058 17.1%
£8.25 to £8.44	3280.3 53.1%
£7.85 to £8.24	53.9 0.9%
£7.20 to £7.84	122.7 2.0%
Total	6178.8

Based on Q15. Number of provider organisations who currently pay their SOCIAL CARE staff (paid hourly) within the following bandings for social care and support services contracted by Glasgow City Council Social Work Services.

Number applicable=109 (14 providers not applicable)

Number with a valid response=109

Response	Frequency
£9 and above	87 79.8%
£8.45 to £8.99	43 39.4%
£8.25 to £8.44	61 56.0%
£7.85 to £8.24	6 5.5%
£7.20 to £7.84	10 9.2%

16. How many Whole Time Equivalent SOCIAL CARE staff (paid hourly) currently employed by your provider organisation to provide social care and support services contracted by Glasgow City Council Social Work Services recently benefited from the additional funding that was made available from the Glasgow City Health and Social Care Partnership for them to be paid £8.25 or above per hour? Only include social care staff who were paid less than £8.25 per hour prior to 1 October 2016.

Number applicable=109 (14 providers not applicable)

Number with a valid response=109

Response	WTE
Total	3147.3

Q17. Within the following bandings, how many Whole Time Equivalent NON-SOCIAL CARE staff (paid hourly) does your provider organisation currently employ to provide social care and support services contracted by Glasgow City Council Social Work Services?

Number applicable=88 (35 providers not applicable)

Number with a valid response=88

Response	WTE
£9 and above	577.9 43.6%
£8.45 to £8.99	54.6 4.1%
£8.25 to £8.44	295.7 22.3%
£7.85 to £8.24	48.3 3.6%
£7.20 to £7.84	349.2 26.3%
Total	1325.7

Based on Q17. Number of provider organisations who currently pay their NON-SOCIAL CARE staff (paid hourly) within the following bandings for social care and support services contracted by Glasgow City Council Social Work Services.

Number applicable=88 (35 providers not applicable)

Number with a valid response=88

Response	Frequency
£9 and above	69 78.4%
£8.45 to £8.99	22 25.0%
£8.25 to £8.44	31 35.2%
£7.85 to £8.24	14 15.9%
£7.20 to £7.84	21 23.9%

18. How many Whole Time Equivalent staff who you currently employ within your provider organisation to provide social care and support services contracted by Glasgow City Council Social Work Services are required to have an SVQ or above in Health and Social Care to be employed in this work? This should only include social care staff.

Number applicable=123

Number with a valid response=121

Response	WTE
Total	3913.3
Average per provider	32.3
Min	0
Max	395.5

Q19. How many Whole Time Equivalent staff who you currently employ within your provider organisation to provide social care and support services contracted by Glasgow City Council Social Work Services have the following qualifications? This should only include social care staff.

Number applicable=123

Number with a valid response=between 115 and 121

Response	WTE
SVQ	3157.8
HNC/HND	747.3
PDA	282.9
Undergraduate degree	373.2
Postgraduate degree	139.3

Q20. Does your organisation have experience in delivering or supporting any of the following targeted recruitment and training outcomes? (please tick all that apply)

Number applicable=90

Number with a valid response=90

Response	Frequency
Modern apprenticeships	43 47.8%
Graduate positions	17 18.9%
New entrant jobs	35 38.9%
Work experience placements - graduates/students (paid)	48 53.3%
Work experience placements (young people)	59 65.6%

Q21. Does your provider organisation have experience in delivering or supporting any of the following educational support outcomes? (please tick all that apply)

Number applicable=83

Number with a valid response=83

Response	Frequency
Careers events, industry awareness days or workshops for school pupils or college/university students	62 74.7%
Workplace visits for school pupils or college/university students	68 81.9%
School mentoring	23 27.7%

Q22. Does your provider organisation provide any unpaid volunteering opportunities within Glasgow City? (please tick one)

Number applicable=123

Number with a valid response=123

Response	Frequency
Yes	71 57.7%
No	48 39.0%
Do not know	4 3.3%
Total	123

23. How many unpaid volunteers are currently involved with your provider organisation within Glasgow City?

Number applicable=71

Number with a valid response=68

Response	Number
Total	1618
Average per provider	23.8
Min	0
Max	410

24. How does your provider organisation support your unpaid volunteers currently involved within your organisation within Glasgow City? (please tick all that apply)

Number applicable=71

Number with a valid response=71

Response	Frequency
Training - internal	64 90.1%
Training - external	36 50.7%
Expenses - travel	49 69.0%
Expenses - other	39 54.9%
Guidelines/Policies on volunteering	59 83.1%
Regular support and supervision sessions for volunteers	52 73.2%
Flexible volunteering hours	59 83.1%
Other	8 11.3%

Q25. Does your provider organisation support any social care service users to participate in volunteering opportunities within Glasgow City - whether in your organisation or another? (please tick one response)

Number applicable=71

Number with a valid response=71

Response	Frequency
Yes	49 69.0%
No	19 26.8%
Do not know	3 4.2%
Total	71

26. How many of your unpaid volunteers currently involved in your provider organisation within Glasgow City are social care service users?

Number applicable=71

Number with a valid response=65

Response	Number
Total	298
Average per provider	4.6
Min	0
Max	69

Q27. Do the service users your organisation provides a service to also access other local groups and resources in the wider community within Glasgow City? (please tick one response)

Number applicable=123

Number with a valid response=123

Response	Frequency
Yes	102 82.9%
No	15 12.2%
Do not know	6 4.9%
Total	123

28. How does your provider organisation help service users to access other local groups and resources in the wider community within Glasgow City? (please tick all that apply)

Number applicable=101

Number with a valid response=101

Response	Frequency
Signposting to local groups or resources	81 80.2%
Signposting through the Partnership's website Your Support Your Way Glasgow	44 43.6%
Directly referring to local groups or resources on behalf of service users	87 86.1%
Direct support to service users to participate in a local group or resource	89 88.1%
Assistance with transport to support service users to participate in a local group or resource	63 62.4%
Financial assistance to support a service user to participate in a local group or resource	24 23.8%
Other	5 5.0%

Q29. Is your provider organisation or any of its social care and support services listed on Glasgow City Health and Social Care Partnership's website Your Support Your Way Glasgow? (please tick one)

Number applicable=123

Number with a valid response=123

Response	Frequency
Yes	65 52.8%
No	22 17.9%
Do not know	36 29.3%
Total	123