



Modernising adult social care

A pilot advice, information and guidance service

2010

PART OF THE ISLE OF WIGHT
VOLUNTARY & COMMUNITY
SECTOR STRATEGY



Isle of Wight Council

Commissioning Prospectus for Adult Social Care: A Pilot Advice, Information & Guidance Service 2010

1. Introduction

- 1.1 What is this Prospectus for?
- 1.2 Delivering public sector plans and priorities.
- 1.3 Why do we want a partnership with the Third Sector?

2. Services for People requiring Advocacy Support

- 2.1 Objectives and Priorities
- 2.2 The Outcomes sought through this Prospectus
- 2.3 How will we know that our outcomes are being achieved?
- 2.4 The Funding and Resources that the Commissioner can make available
- 2.5 How to Apply
- 2.6 Key dates
- 2.7 Contacts
- 2.8 Guidance for the appraisal panel

3. Making a Grant Application

- 3.1 Preparing an Application
- 3.2 Getting Help to Bid

4. Decision Making

- 4.1 The Appraisal Process
- 4.2 Notification of Decisions

5. Managing Grants

- 5.1 Our Funding Agreement
- 5.2 Payment Arrangements
- 5.3 Monitoring and Reviewing Progress

Grant- making Prospectuses are part of the Isle of Wight Strategic Partnership's strategy for ensuring an environment for a thriving third sector. For more information about the strategy and related programmes, contact: Martin Johnson (email: martin.johnson@iow.gov.uk), Tel 01983 823825

Commissioning Prospectus for Adult Social Care: A Pilot Advice, Information & Guidance Service 2010

1. Introduction

The third sector on the Isle of Wight makes a significant contribution to Island life. Over 12000 voluntary, community, faith and resident groups, together with social enterprises, enrich our cultural, social, and sporting life. They also promote our knowledge, wellbeing, safety and prosperity. The third sector also has an increasing role to play in delivering public services.

The Isle of Wight Council and its partners in the Island Strategic Partnership want to encourage a thriving third sector as well as ensuring the best use of public funding. These two commitments come together in the Partnership's Strategy for Ensuring the Environment for a Thriving Third Sector on the Island (2009). A copy of the full strategy can be found at www.eco-island.org.uk/documents/vco_strategy_final_april_09.pdf

This strategy establishes a new grant funding process. We call this our Prospectus approach. We believe this strategy will lead to:

- A thriving and sustainable voluntary and community sector.
- Better planning and delivery of public services through a partnership between the public sector, the third sector and local communities.
- Encouragement for social enterprise.
- Public services that harness the knowledge, experience, potential and creativity of voluntary organisations and local communities.
- A campaigning and independent third sector that speaks for excluded, unheard or disengaged communities.
- Investment in the third sector and its infrastructure.

1.1 What is this Prospectus for?

Prospectuses are part of our grant-making framework, they clarify what public sector organisations want to achieve in various areas of Island life. These objectives are set out as priorities and outcomes. Prospectuses invite third sector organisations to bid for funding in return for delivering these outcomes.

Prospectuses will give equal opportunity to new and existing third sector organisations that want to bid for grant funding. The Prospectus makes it clear how grant funding will deliver public sector spending plans and priorities and it triggers a more open and transparent grant-making process.

The Prospectus approach recognises the unique nature of the many hundreds of possible applicant organisations. It is a competitive process that is intended to encourage innovation in public service, collaboration and capacity building in the voluntary sector. It also implements Local Compact commitments to long term funding; full cost recovery and payment in advance where needed.

1.2 Delivering Public Sector Plans and Priorities

The Island Strategic Partnership's Eco Island Sustainable Community Strategy (2008) sets out a vision for the Island:

“We want the Isle of Wight to become a world renowned Eco Island, with a thriving economy, a real sense of pride and where residents and visitors enjoy healthy lives, feel safe and are treated with respect”.

The main themes and priorities for Island partners are:

- Creating a thriving Island
- A healthy and supportive Island
- A safe and well-kept Island
- An inspiring Island

The Eco Island strategy can be found at www.eco-island.org.uk

As lead partner in the local partnership and the main local grant funder, the Isle of Wight Council's priorities for 2009-2011 support this vision:

- Housing;
- Organisational development and improvement;
- Transformation of social care;
- The public realm;
- Schools;
- Roads.

A full copy of the Council's corporate plan can be found at www.iwight.com/council/documents/docFiles/CorporatePlan2008_2011.pdf

1.3 Why do we want partnership with the Third Sector?

The public sector on the Isle of Wight believes that involving third sector groups and organisations in planning and delivering local services and activities promotes stronger and more active communities as well as achieving better value for money.

A combination of partnership and investment in the third sector will develop and sustain its capacity and contribution to Island life.

Partnerships with the third sector are not always the cheapest option. However, third sector involvement in local public services can offer a different and distinctive value in comparison to public or private provision. A thriving and independent third sector is also an agent for change. It can also help us to arrange and fund (commission) more responsive services based on service user or community-based knowledge and experience.

2. Commissioning Prospectus for Adult Social Care:

A Pilot Advice, Information & Guidance Service 2010

2.1 Objectives and priorities

This Prospectus will help us to develop an important element of our transition to greater personalisation of social care and support services. Third sector partners are invited to help us pilot and evaluate personalised advice, guidance and information services based on advocacy or brokerage.

The year 2009 marked the second year of the three year national Transforming Social Care agenda which implements 'personalisation' i.e. every person with a need having greater choice and control over the nature of his or her support, at the place and time of their choosing. The Council is committed to this transformation, which also embraces wider changes to early intervention, prevention, re-ablement, safeguarding and dementia services.

The role of the Council in a successful transition is acknowledged, as is the need for a purposeful but carefully managed change from current care and support arrangements to the intended outcome of greater personalisation.

It is our strategic objective to make stronger the voice and role of service users and carers in the transformation of social care. This will be strengthened through partnership with a number of sustainable and user-led organisations who can influence and deliver change to services here on the Isle of Wight.

Our priorities are:

- **Transforming social care** –The personalisation of care and support services by helping us to influence and develop modern services that reflect the needs and aspirations of people who know about and use care and support.
- **Corporate transformation** –Modernising our ways of doing business so that our services offer best value to the whole community.
- **Bringing services together** – Develop the potential for new means of funding and delivering services in a way that allow us to simplify, join together and strengthen social care and support services.

2.2 Outcomes sought through this prospectus

You are invited to bid for grant-funding to provide a pilot advocacy or brokerage service. We will encourage applications that are innovative and realistic. Bids should promote the preferences and choices of service users and carers. Bids should also propose an effective and joint approach to evaluation that will help us build local knowledge and experience.

We will place particular value on the involvement of volunteers and the building of collaboration and partnership across organisations.

Applicants for grant funding are invited to tell us how much grant they need, over what period, and the type and scale of service that they will offer.

We have targets for increasing the take-up of Personal Budgets. Of all people meeting Fair Access to Care criteria, 15% of all service users should have a personal budget by 31st March 2010, rising to the 30% by March 2011. This is one thousand people by 31st March 2010, rising to two thousand by 2011.

We regard Advocacy as action to help service users and carers say what they want, secure their rights, represent their interests and obtain the services they need. This may involve helping to them to self assess their needs; help them to describe the outcomes they aspire to, develop personal support plans and help service users ensure continuing control over their lives.

Brokerage is regarded as support to implement and maintain a care and support plan that gives the service user control over their lives and reflects their needs, aspirations and resources.

The outcomes we ask you to contribute to are:

1. The commissioner will have new evidence-based information with which to commission future services and provide leadership in developing new care markets and services.
2. Advocacy: Personal budgets will give vulnerable service users and carers greater control over their lives. Advocacy will help to shape and give voice to their care and support needs;
3. Brokerage: To strengthen the value to individuals of personal budgets, brokerage will enable vulnerable service users and carers to take greater control of their support arrangements.
4. Advocacy and brokerage will be delivered by a growing number of suitably skilled people able to work alongside a range of partners.
5. Pilot advocacy and brokerage services will be accessible; free to all qualifying services users and carers. Service providers will respond within or as near as possible to 24 hours of referral, with services that are appropriate to people's needs, including their disability, race, culture, religion, sexuality, age and gender.
6. Personal outcomes for service users and carers will also include:
 - Access to social and community life.
 - Prevention of social isolation.
 - Opportunities to maintain and develop independent living.
 - Effective control over their service provision.

- Better access to mainstream public and community services.
- Recognition of individual diversity and difference.
- Support for people wanting to take informed risks.
- A strong voice in planning, challenging and complaining if needed.
- Safe services that offer dignity and respect.

2.3 How will we know that our outcomes are being achieved?

As a pilot project, the grant will be used to deliver a real service and evaluate its impact. This will require both continuous and final evaluation; as well as compliance with a number of standards.

Successful applicants will be asked to:

- Undertake regular service user surveys of user satisfaction and personal outcomes.
- Provide case study evidence of the impact of the service and personalised budgets of on the lives of service users and carers.
- Collect and provide operational information by agreement with the commissioner in order to monitor progress. This will depend on the service provided but will include:
 - How many people have support, are achieving their personal outcomes, choosing not to opt for Personal Budgets or not able to achieve their outcomes. How many people are helped to comment on, change or complain about their services.
 - Information on the reasons for people not opting for or benefiting from a Personal Budget.
 - Information on diversity and equal access to services.
 - Other requirements to supply certain information to the Government and other statutory bodies.
- Successful bidders will meet bi-monthly to work together as a network; to exchange information about what's effective or what hasn't worked.
- A monthly meeting between your service representative, senior contract officers and commissioners to monitor progress.
- A final evaluation; to be agreed with the commissioner.
- We will also exchange learning and development opportunities with you in order to ensure that change is being nurtured and embedded.

2.4 Funding and resources that the commissioner can make available

- Services should start at or before the 28 January 2010.
- The total expected funding available during the period for all Advocacy Services is up to £110,000. You can bid for part of this funding. Use the application form to tell us how much funding you require to deliver a service that will provide a sound basis for evaluation.
- Other funding may also be available at the time of the appraisal of bids. We will share with you any funding issues and pressures. Demographic information that may assist your bid can also be provided if available.
- All pilot services will assist anyone who requires support, including those who self-fund their services. This pilot will be free of charge to service users, all funding coming from the grant and any other funding that can be contributed by the successful applicant.
- An initial start up payment of 10% can be claimed in advance of the service starting. This is not in addition to the total sum awarded. Please see section 5 of this Prospectus for other payment details.
- Please explore opportunities for joint working across the public and third sector throughout the funding agreement. For example, it may be possible for you to use the buildings or resources of the Council and its partners by prior agreement; there may or may not be a cost for this. You must state any assumptions that you make on using Council resources if you rely on this in your bid.
- This is a new grant. Existing grants, contracts and services are not affected by this award unless stated at the take up of grant funding.

2.5 How to apply

This is a competitive process and funding decisions will be based on the information you supply. To apply, complete a Standard Grant application form, which can be found online on www.eco-island.org.uk/prospectus or call Community Services (Tel 01983 520600).

We would recommend that you contact Community Services and discuss your ideas and bid before you begin an application. This will help you to submit the best possible bid. Be sure to use the application form to tell us how your bid will deliver our outcomes and priorities, how you will use the grant funding and how you will be able to show us how well your service is working.

Providing care and support to vulnerable people creates a number of responsibilities. Successful bidders must show that they are or will be able to meet these responsibilities. You should discuss these issues with Community

Services before making an application. The particular responsibilities that you must cover in your application are:

- Public liability insurance.
- Arrangements for the safeguarding of vulnerable adults and children.
- If you've not previously provided services to the Council, you should attach suitable references in support of your bid.
- You must ensure that the service provided and any advice taken from them discharges the duty of care on both the service and the Council in that services procured by service users and carers are safe.
- Tell us about the standards that your staff or volunteers will work to.
- Advocacy Services must sign up to the principles of the IW Advocacy Charter upon commencement of the Service.

2.6 Key dates

This Prospectus will be issued on or about:	12 October 2009
The closing date for applications is:	23 November 2009
The Appraisal Panel will meet on or about:	7 December 2009
Services to begin by:	28 January 2010

2.7 Contacts

- Speak to the commissioner about what the Council wants to achieve, and find out how you can work with the Council if successful. Call Carl Francis (carl.francis@iow.gov.uk) Tel 01983 520600.
- To discuss the process that is being used to award this grant, please call Martin Johnson (martin.johnson@iow.gov.uk), the IW Council's Partnerships Manager, at County Hall on 01983 823825.
- For independent advice on your application, contact the IW Rural Community Council on 01983 524058.

2.8 Guidance for the appraisal panel

The panel that will appraise bids will have terms of reference and guidance on how to allocate grant funding. The most up to date bid appraisal guidance is available at www.eco-island.org.uk/prospectus

3. Making a Grant Application

3.1 Preparing an Application

What is this prospectus for?

Section 2 of this prospectus sets out what we want to achieve and invites third sector organisations to bid for grants. If you apply, you must explain to us how a grant will help us to achieve our objectives.

How do we apply?

There are two application forms, a version for Small Grants and a Standard Grant application form. Section 2 of the Prospectus will tell you which form to use and the deadlines for applying. If this is not clear, please use the contact arrangements in the 'How to Apply' part of Section 2 to clarify which form to use before you start.

The application forms provide us with information about your organisation and what you would do with a grant.

Large and complex grants with legal obligations or responsibilities will need the longer and more complex Standard Grant Application form. This may take time to complete and you will need to gather together some extra information.

Download a Grant Application form at:

www.eco-island.org.uk/prospectus

What do I have to send with the application form?

We may need evidence of your experience or ability to use grant funding. This may include evidence of insurance or your policies. We take a proportionate view of what is needed and will only ask for evidence that is essential. If you want to supply evidence that has not been asked for, check with the contact person in Section 2 to see whether this will be helpful.

What must I put into our application?

The Prospectus invites you to bid for funding that will deliver our outcomes and priorities. It does not tell you how to deliver your service or activity; this is for you to tell us.

Tell us which outcomes in Section 2 you are going to help us achieve, why you are applying to help and how you will do it. What will your service or activity be like? Tell us about the practicalities of your proposal; be clear about how you will ensure that everyone will be treated equally and fairly.

Set out some standards that people can expect from you. Suggest some periodic measures that you can use to show us how well you've been doing.

The Council and its partners in the Island Strategic Partnership are committed to making the Eco Island strategy a success. If you can, please try to find somewhere in your application to tell us how your service or activity will make people safer or healthier. You can also tell us how it will contribute to the

Island economy and how you might minimise your use of energy and carbon production.

Will you pay us enough to deliver our service or activity?

We will try to pay you all of the costs of delivering what you propose to do for us. We will also consider payment in advance.

In order for us to decide if your proposal represents value, and how much grant you need, make sure that your proposal is properly costed with both direct and indirect costs. Pay particular attention to the finance section of the application form.

Will we be asked to report on what we do?

We'll try not to burden you with more reporting than is necessary. However, as this is a Pilot and we need to know the challenges there will be more monitoring, feedback and engagement with the Local Authority than usual. Some of the outcomes in the Prospectus will be linked to government and other measures often beyond our control. If there are specific targets that need to be reported, this will be made clear in Section 2 of the Prospectus. If this causes you concern, contact us to discuss this before you apply.

Will there be policies and procedures that we must have?

The application process has been designed to allow groups of any size or status, new or long-standing, to apply for funding. Depending on what the grant is for, we may need some re-assurance that your service or activity will be safe, inclusive and well managed. Some policies, financial information or insurances may be asked for in Section 2 above.

Applications using the longer Standard Application Form will be asked to provide detailed evidence. Expect to supply this with the bid.

If you are not clear about what is needed, use the contact arrangements in Section 2 to clarify what is needed before you bid.

3.2 Getting Help to Bid

To help you prepare the best possible bid, particularly where you may not have made a bid like this before, the Isle of Wight Rural Community Council will welcome requests for independent advice and support. To clarify what help is available; see the Contacts' part of Section 2 above.

4. Decision Making

4.1 The Appraisal Process

The appraisal process will identify the applications that best help us reach our outcomes. The appraisal process will check the suitability of the various bidders to receive public funds and the degree to which the bid will achieve the outcomes they offer to work toward.

The decision to award a grant is the responsibility of the commissioner or funder, who will be helped to make decisions by a panel of people that will include an independent representative of the third sector, and wherever possible, service users and members of local communities.

Whether you are a new organisation or are already receiving funding, submitting an application does not guarantee that funding will be awarded to you. It will often be the case that bids will exceed the available funding.

The First stage – Eligibility and a technical appraisal

Your application will have an initial assessment of your group or organisation's ability to receive grant funding, based on the information you supply.

If you are felt to be ineligible to receive grant aid, we will contact you to discuss our decision. If after this you are still ineligible, the bid will be declined.

We will also check that applications have been completed properly and any supporting papers are attached. Your application may be declined if it fails this test. However, in exceptional circumstances, if the Commissioner believes that the bid can be improved, and there is time available, we may contact you for further information. If this is not supplied, the bid will be declined.

Second stage – Appraisal Panel

Eligible bids will be assessed and scored by the appraisers. They will consider how well each application meets the outcomes and priorities set out in the prospectus; please take these fully into account when preparing your bid.

In most cases the appraisal panel will only make decisions based on the written application that you have provided, so it is essential that the application meets the requirements set out in the Prospectus. However, the panel may want to meet you or ask for extra information as part of their appraisal. An invitation from the panel to discuss an application should not be construed as an indication that you have been successful.

4.2 Notification of Decisions

You will be informed of the decision in respect of your bid and will have the opportunity to receive feedback on your submission. The Council will publish details of successful applications and will identify where services have not been commissioned because of a lack of suitable applications.

5. Managing Grants

5.1 Our Funding Agreement

Successful bidders will be offered a Grant Aid Funding Agreement with Conditions, which will set out the responsibilities of the funder and the successful bidder.

Negotiations on the terms and conditions of any Grant Funding Agreement will be finished and signed off by the funder in time for successful bidders to begin service delivery by the date set out in 'Key Dates' (Section 2.6 above).

All grant funding awarded as a result of this Prospectus is subject to the Isle of Wight Council's Standing Orders, Finance and Audit Requirements, and those of any other funding partners.

5.2 Payment Arrangements

Unless agreed otherwise through negotiation, successful bidders will receive payment in 4 equal quarterly payments. The Council will make all payments relating to a quarter within its first month on the submission of any pre-agreed information set out in the Grant Funding Agreement. Arrangements can be made to make payment in advance by agreement.

Payments will normally be made directly into the selected service providers' accounts via BACS.

All funding relates specifically to the period covered by the Grant Funding Agreement and should not be accrued without the prior agreement of the funder. Possible surpluses can therefore be a subject for negotiation in the Grant Funding Agreement.

5.3 Monitoring and Reviewing Progress

Successful bidders will be asked to provide us with performance reports that should be agreed and set out in the Grant Funding Agreement. Any subsequent changes to reporting should only take place with the consent of all of the parties to the Grant Funding Agreement.

During the period of the Grant Funding Agreement we may ask you to cooperate with a financial audit or review. This will enable us to check that adequate audit trails and internal controls are in place, as well as possibly helping successful bidders to improve their business systems. It will also provide us with reassurance of the robustness and reliability of financial administration and effective risk management.