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forum

"The Council's decision in September 2005 to provide 3 year funding to support the development of GCCPF is testimony to its commitment to work closely with the independent care sector."

*Stephen Fitzpatrick*  
Head of Service Modernisation  
Glasgow City Council Social Work Services

glasgow's listening

2006 -2007  
annual report



# welcome from the chair

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## to Glasgow Community Care Providers Forum's (GCCPF) first Annual Report

The concept of a vibrant grouping to represent social care providers in Glasgow was around for a number of years and there was a small group of people employed within the City who worked tirelessly to establish a providers' forum.

GCCPF exists to identify, represent, promote and safeguard the interests of organisations providing social care in Glasgow, including those from the voluntary sector, from the private sector and registered social landlords, in order that they can maximise the support they offer to the people who use their services. The Forum employed its first worker in April 2006 and from there we have gone on from strength to strength. It was very important to secure the legal status in order to provide the basis for progress. To that end, we have:

- Set up a Company Limited by Guarantee and
- Secured charitable status

The past 20 months has been significant for the Board, staff and organisations who use the Forum. There is a healthy and happy atmosphere within the organisation with staff and board "buying in" to the values and ethos.

In particular, this period has been both challenging and rewarding for the GCCPF Board. We have 8 people on the Board who are sharing the responsibility for the management, governance and performance of the forum.

My colleagues on the Board are:

Graeme Henderson (Mungo Foundation)	Vice Chairperson,
Alan Moir (Epilepsy Scotland)	Secretary,
Gill Morbey (SENSE Scotland)	Treasurer,
Charlie Dickson (Bield Housing),	
Christina Deane (Carewatch Glasgow),	
Vincent Iles (The Richmond Fellowship)	
Craig Winter (Turning Point Scotland).	

The aim of the Board is to continue to develop and build a reputable organisation.

### The challenges that I see ahead for GCCPF are:

- Developing a sound financial base from which to continue to grow
- Securing funding to promote and sustain our development work
- Continuing to be at the cutting edge in representation of our varied interests in decision-making that affects us and people who use our services.

This year will bring significant challenges. For the Board, this will mean continuing to look closely at what the Forum needs to do to continue to grow and succeed - and more importantly helping it to happen. I hope you will enjoy this annual report, that it will give you a flavour of what we have been doing - and that it may encourage you to become involved in the next stage of our development.



**Ann Marie Docherty**  
Chairperson

## About Glasgow Community Care Providers Forum

### Our Aims:

- To be a recognised and respected source of expertise, consulted by Glasgow City Council, Community Health Care Partnerships and community care structures and other bodies as a matter of course
- To be an influential body, able to use the collective expertise of its members to effect change
- To act as a communication bridge between providers, planners and regulators to agree mutually beneficial rules of engagement
- To be a key source of information and advice between members
- To be an association that brings its members tangible benefits to which they would not otherwise have access.

### Our Objectives:

- To be well informed about strategy, policy and practice developments within Social Care
- To gather and disseminate accurate and useful information to members within Voluntary, Private and Registered Social Landlords
- To create a shared identity within the Glasgow social care provider community
- To bring people together to exchange good practice, identifying trends and common issues
- To co-ordinate Sector consultation and research, developing responses based upon common and specialist views
- To elect and support Sector representatives
- To promote the Sector's contribution to the city of Glasgow.





*"It is reassuring that such a vibrant, lively and independent Forum exists in Glasgow."*

Helen Hunter, Assistant Director - Children 1st

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*"Community Care Providers Scotland has worked closely with GCCPF throughout the year on a range of issues from service commissioning to fire safety. We have greatly benefited from the local intelligence we receive from GCCPF, which provides an invaluable insight into the way in which national policies are translated locally. This collaboration between local and national representative organisations can only serve to strengthen providers' own positions, and I look forward to continuing to develop this relationship in years to come."*

Annie Gunner, Director - CCPS

## Charlie's Update

This first year has been significant for GCCPF in creating strong foundations and establishing durable relationships with members, providers and partners. I have been particularly grateful to all those individuals, partners and provider organisations that have given of their time, resources, ideas and energy to assist me in creating a vibrant and active Forum. Together we have created an impressive first year track record. I look forward to your continued enthusiasm, support and participation in the coming year.



**Charlie Barker**  
Manager

## Summary of Our Key Activities in 2006 - 2007

### Strengthening Partnerships

During our first year we have established close working relationships with Glasgow City Council Social Work Services, Glasgow Community Health Care Partnerships and peer networks.

*(i.e Senior Management teams, Care teams, Commissioning and Contract Management and Contract and Development Support teams.)*

### Key Activity:

- To develop strong working relationships, joint activities and solution focused models
- To increase communication to ensure accurate information exchanges between teams and the Provider community
- To engage with Glasgow CHCPs to develop effective mechanisms for consultation, service planning and delivery with providers (city wide and locally)
- To link into local /national agendas with Glasgow and Scotland wide organisations and fora.

### Key Outcomes:

- Conduit for Provider and partner feeds, consultation, learning, exploration and conclusion of Commissioning and Contracting issues as they arise for example: Supporting People custom, practice and evolving issues
- Commissioning, Contracting and Contract Management Group structure (CCCMG) Provider sub group proposal: draft paper to map representation, roles, remits and terms of reference
- SP Providers Forum consultation, planning and delivery involving all relevant key staff
- Consult, collate, report back on two city wide provider CHCP questionnaires
- Peer support and link into National agendas through Community Care Provider Scotland
- Building a Provider Community.

## Communication with Members

### Key Activity:

- To develop effective mechanisms for consulting members and understanding their views
- To engage with and build a strong Glasgow provider community
- To use a variety of methods for strengthening communication.

### Key Outcomes:

- May 06 - Sept 07:- Total of 24 events and meetings held with 550 people in total attendance with 85 different providers being represented
- Live email distribution list held of 80 providers
- Database held of approximately 600 diverse providers in Glasgow city.

### Range of Exchanges and Events:

- CHCP Half Day Events
- Supporting People Provider Forum with GCC
- Supporting People Focus Groups
- Private Providers General Meeting
- Scottish Elections 2007-Hustings
- GCCPF Networking/1st Birthday Evening
- Commissioning Contract Management Framework and CCCMG Briefing
- Social Enterprise Network for Health Improvement and Community Care
- Fire Safety Round Table discussion event • Principles of Contracting and Variable Clauses seminar.

### Member Participation in GCCPF Thematic Working Groups:

- Supporting People Working Group
- CHCP Working Group
- Fire Safety Inspection Planning Group
- Social Enterprise Health Improvement and Social Care Group.





*"I always find GCCPF to be constructive in its approach to the range of issues that SP has brought with it and I greatly appreciate the insight that GCCPF offers in terms of the impact that SP is having on services. This helps inform the Unit's work in terms of delivering training and information services as well as its input into national working groups."*

Yvette Burgess, Director - Supporting People Enabling Unit

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*"Since we were invited to do our presentation at the GCCPF Summer Event, the follow up networking has been an incredible success. We have had further contact with 90% of the groups all of whom have shown a keen interest in working with us and 20% have since accessed one or more of our services for the first time, with many more looking to use services in the future. This is testimony to your foresight and the social minded spirit of the Forum membership and has been a fine example of the Social Enterprise network supporting each other."*

Brian Jenkins, Manager - Second Opportunities/NewTwo

## Email and GCCPF Website Communication:

- Provide information, raise provider questions via email lists
- Establish members' area on website for information, opportunities and communication
- Email consultation and surveys on specific topics.

### Examples:

- 2% Admin fee
- Cost and Volume contracts
- Vacancy, void notification arrangements
- Fire and safety Inspections
- SP Position statement
- City wide Provider engagement with CHCPs.

## Our Future Plans

Although we have made some significant progress in our first year, we will continue to focus on achieving key outcomes in 2007-2008.

The coming year has a heavy landscape of external driving forces namely:

- Meeting National Standards- workforce training and development, dealing with legislative/regulator changes
- Supporting People Strategy
- Crearer Report Recommendations
- Changing Lives
- Modernisation Agenda - increasing independence, personalisation - self care, raising standards, improving protection for vulnerable adults
- Commissioning and Contracting
- Pressure on the 'market'
- Changing needs (i.e. increasing frail/vulnerable people living in the community)
- Glasgow planning structures, integration within CHCP, CPP and Education
- Scottish Government legislation, strategic policies and responses-interpretation at local area.

**We plan to continue to improve the opportunities for responding, participating and involvement of our members in GCCPF's core work areas.**

In 2007-2008 GCCPF will seek:

- To establish the provider sub group within the CCCMG
- To facilitate and promote a transparent planning, consultation, participation and decision making process between providers, GCC SWS and CHCPs
- To locate the role of providers within the planning, decision making structures
- To facilitate informed debate about directions for SW commissioning strategy and service development
- To ensure there are inclusive and effective partnership arrangements
- To identify and promote good practice
- To respond to local, regional and national strategies and plans
- To review and shape GCCPF members' services in line with GCCPF Strategic plan.

**Only with your continued commitment, participation and drive can we ensure the effectiveness and reputation of the Forum for the coming term.**

## Working with GCCPF

Are you interested in participating in the work of GCCPF?

The benefits of becoming a member mean you will be part of a strong, well-connected body that is committed to providing opportunities that ensure your voice is heard within Glasgow social care structures. GCCPF is open to all providers delivering social care services in Glasgow who are a voluntary organisation, private company or registered social landlord.

## Partnership

GCCPF welcomes opportunities to work with other organisations, networks and agencies in pursuit of better social care services in Glasgow. Please contact GCCPF office if you would like to discuss a partnership opportunity.

## Purchased Services Budget (2006-2007)

£343.2m or 61.4%

of Glasgow Social Work Services budget

Source: Glasgow Commissioning and Contract Management Team

Funded by



GCCPF is a Company Limited by guarantee registered in Scotland No:312194 and a Scottish Charity registered with the Office of the Scottish Charity Regulator as Charity No: SC038047.



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