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<b>Report To:</b>	<b>Health &amp; Social Care Committee</b>	<b>Date:</b>	<b>11 October 2018</b>
<b>Report By:</b>	<b>Louise Long Corporate Director, (Chief Officer) Inverclyde HSCP</b>	<b>Report No:</b>	<b>SW/51/2018/HW</b>
<b>Contact Officer:</b>	<b>Helen Watson Head of Strategy &amp; Support Services</b>	<b>Contact No:</b>	<b>01475 715280</b>
<b>Subject:</b>	<b>Standard Operating Procedure for the Provision of Christmas Lunch/Dinner or Vouchers</b>		

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## **1.0 PURPOSE**

- 1.1 The purpose of this report is to advise the Health & Social Care Committee members of the Standard Operating Procedure for the annual provision of Christmas lunch/dinner or vouchers to vulnerable groups of people living within the Inverclyde area.

## **2.0 SUMMARY**

- 2.1 Policy Statement: Inverclyde HSCP works hard to improve and support the community spirit in Inverclyde and part of this is providing financial support to some local groups to provide a Christmas lunch/dinner or vouchers to vulnerable people living within Inverclyde.
- 2.2 The responsibility for delivering this policy lies with the Provost's Office; the HSCP Health and Community Care Services; the Your Voice Team, the HSCP Chief Officer; and the Finance Team.
- 2.3 It was recognised that a new procedure with appropriate accountability needed to be introduced.

## **3.0 RECOMMENDATIONS**

- 3.1 It is recommended that the Health and Social Care Committee agrees the Standard Operating Procedure for the provision of Christmas Lunch/Dinner or Vouchers for Inverclyde's older people and comments as required.

**Louise Long  
Corporate Director (Chief Officer)  
Inverclyde HSCP**

## 4.0 BACKGROUND

- 4.1 Inverclyde HSCP works hard to improve and support the community spirit in Inverclyde and part of this is providing financial support to some local groups. This can be in the form of funding for the provision of a lunch/dinner over the Christmas festivities for elderly and vulnerable people in the community.
- 4.2 There are inconsistencies in the current approach, which needs to be amended to give assurance of adherence to appropriate commissioning and legal standards, and ensure that we are operating in an equalities-sensitive manner. A new Standing Operating procedure has therefore been developed.
- 4.3 The HSCP will continue to fund Christmas lunches, and we will identify a list of people who are eligible for the lunch/dinner or voucher.
- 4.4 The Your Voice team will check the list and the details of the groups or clubs who have requested the funding and administer the process on the HSCP's behalf.
- 4.5 GDPR – The HSCP does not require consent to share this information as the lawful basis of Public Task will apply. The letters refer to the Privacy Notice with reference to sharing information with Your Voice, and there is a requirement for a Data Processing Agreement with Your Voice to ensure compliance.

## 5.0 PROPOSAL

- 5.1 The proposal is to implement a new procedure that will comply with commissioning and legal standards and ensure we have a robust system in place with a new, revised process and documentation to be agreed by the Health & Social Care Committee and implemented for this year, 2018.

## 6.0 IMPLICATIONS

### Finance

#### 6.1 Financial Implications:

For 2017 there were 1130 people who had a Christmas lunch or dinner and 361 people were provided with a voucher if that was the preferred option.

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments
00035 000 61019			22		

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments
N/A					

### Legal

- 6.2 No implications

### Human Resources

- 6.3 No implications

## **Equalities**

6.4 Has an Equality Impact Assessment been carried out?

	YES
✓	NO

## **Repopulation**

6.5 No implications

## **7.0 CONSULTATIONS**

7.1 None

## **8.0 LIST OF BACKGROUND PAPERS**

8.1 Standing Operating Procedure.

**Inverclyde Health and Social Care Partnership**

**Standard Operating Procedure for the  
Provision of Christmas Lunch/Dinner  
or Vouchers**

Version control: 1st Draft

Review Date: September 2019

## **1. Policy Statement**

Inverclyde HSCP works hard to improve and support the community spirit in Inverclyde and part of this is providing financial support to some local groups. One aspect of this is in the form of funding for the provision of a lunch/dinner over the Christmas festivities for elderly and vulnerable people in the community. Groups or clubs of people who can attend for a Christmas lunch/dinner will be invited via the Your Voice team. People who are housebound or unable to attend will be provided with a Christmas voucher instead. There is no entitlement to both.

Funding is provided from the Inverclyde Health & Social Care Partnership (HSCP).

## **2. Responsibility**

The Provost's office and the HSCP Health and Community Care Service will provide a list of people who may be eligible for the lunch/dinner or voucher. The Your Voice team are responsible for checking the list and the details of the groups or clubs who have requested the funding. The Chief Officer will agree the requests for the funding, and the finance team are responsible for the processing of the payment.

## **3. Criteria**

The criterion for lunch/ dinner is that the individual should be over 65 years of age. The criterion for vouchers is that the individual should be over 65 years of age and housebound, however in some cases we may give vouchers instead of a meal to qualifying people who are not housebound. Only one voucher will be given to each household. If two qualifying individuals stay at the same address, they are only given 1 voucher. Lunch/dinner is provided to the value of £15 per person. Vouchers are provided at £15 per household.

## **4. Procedure**

- The Provost's office and the HSCP Health and Community Care service provide a list of names who may be eligible for the Christmas voucher.
- The 'Your Voice' team writes out to all groups or clubs to ask that they provide a list of members attending for their Christmas lunch/dinner.
- Bank details for the group or club are required.
- Once the groups or clubs provide their list of names, these names are cross checked with those people eligible for a Christmas voucher and any duplicates are removed (from either the lunch/dinner list or the voucher list – they are given the choice).
- Once lists have been finalised these are passed to the Chief Officer for authorisation and payment to the nominated bank account per group or club.
- Evidence of goods purchased for the lunch/dinner from the group or club is required e.g. Invoice/receipts.

## **5. Further information**

Further information is available from the HSCP Business Support Service.

## Appendix 1

### Process Flow

Provost Office & HSCP Health and Community Care Service provide a list of names who may be eligible for Christmas meal or voucher

Your Voice team writes out to local groups or clubs requesting their members names who will be attending for their lunch/dinner

Lists are collated by Your Voice and any duplicates contacted and choice is given for lunch/dinner or voucher

Final list is presented to the Chief Officer for authorisation

Once authorised, finance make payment to group or club

Vouchers are purchased and sent out to people who have opted for this choice

Clubs or groups provide evidence of the supplies purchased for the lunch/dinner

## Appendix 2

Invite for funding letter



12 Clyde Square, Greenock,  
PA15 1NB  
Tel: 01475 728628 Fax: 01475  
728605  
Textphone: 01475 728608

X<sup>th</sup> October 2018

Dear Sir / Madam

### FINANCIAL ASSISTANCE TO SENIOR CITIZEN'S CLUBS CHRISTMAS DINNER

As in previous years Inverclyde HSCP will make a contribution to the cost of providing Christmas Dinners for Senior Citizen's Clubs.

Accordingly, I would be obliged if you would update the attached list of names you provided last year including the names, addresses and dates of birth of your members who will be attending your dinner. Please also ensure that the bank details we have for you are correct, as funds will be transferred to your group's account electronically.

It should be noted that it is the intention of the HSCP that each senior citizen should only have the benefit of one contribution. It will, therefore, be necessary for senior citizens who are members of two or more clubs to indicate to which club they wish their contribution to be made. I would be obliged if you will take account of this provision when you make your return of members. Please note that all your members must reside within Inverclyde. Members who attend more than one group can only be given funding for one lunch. As such funding for individuals who attend more than one group will be given on a first come first served basis. To avoid disappointment, it is recommended that you return your list of group members as soon as possible.

In the meantime if you have any queries, please contact **Amanda McEwan** on **01475 728628** or email:- [amanda.mcewan@yourvoice.org.uk](mailto:amanda.mcewan@yourvoice.org.uk)

In order that you receive your funding as quickly as possible, it is vitally important that I receive your list by **Monday XX<sup>th</sup> October 2018**, to allow funds to be processed. To assist you to return the list as soon as possible, I have enclosed a stamped addressed envelope.

Inverclyde HSCP privacy notice can be found at [www.inverclyde.gov.uk/privacy](http://www.inverclyde.gov.uk/privacy).

Your Voice privacy notice can be found at <http://www.yourvoice.org.uk/our-service.html>

Yours sincerely

A solid black rectangular box used to redact the signature of Louise Long.

**Louise Long**  
Inverclyde HSCP Chief Officer

Yours sincerely

A solid black rectangular box used to redact the signature of Neil McFadden.

**Neil McFadden MBE**  
Honorary President



### Appendix 3

Form used by Your Voice to collate names

Title	First Name	Surname	Flat No	Address	Town	Postcode	Group	DOB	LUNCH	VOUCHER

0

0



**Appendix 4**  
Letter confirming contribution



XX<sup>th</sup> December 2018

12 Clyde Square, Greenock,  
PA15 1NB  
Tel: 01475 728628 Fax: 01475  
728605  
Textphone: 01475 728608

John Galt House

Dear XX

**CHRISTMAS LUNCHES**

On behalf of the Inverclyde Provost and Members of the Council, I am writing to advise that the amount of **£XX** which is the HSCP's contribution to your Senior Citizens Christmas Lunch will be paid into your account. The information was sent to the HSCP on Monday **XXth December 2018** for processing and will be transferred to your account on or around week beginning **XX<sup>th</sup> December 2018**.

I have enclosed a copy of the individuals who were included on your list for the Christmas Lunch. I hope your Christmas Lunch is very enjoyable and may I take this opportunity to wish you and your members the compliments of the season.

If you have any queries, please contact **Amanda McEwan** on **01475 728628** or email:- **amanda.mcewan@yourvoice.org.uk**

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Your Voice privacy notice can be found at <http://www.yourvoice.org.uk/our-service.html>

Yours sincerely

Yours sincerely

**Louise Long**  
Inverclyde HSCP Chief Officer

**Nell McFadden MBE**  
Honorary President  
[Your Voice Inverclyde Community Care Forum](http://www.yourvoice.org.uk)



September 13, 2018