

Guidance for financial support for adult social care providers during the COVID-19 pandemic. Version 10. Issued 4 October 2022

Document change control

Version	Date issued	Summary of changes
1	04.12.2020	First Version
2	22.12.2020	To include additional guidance on; <ul style="list-style-type: none"> • payments to support staff movement • payments to support additional administration required by care homes as a result of COVID-19
3	02.03.2021	Extended until end of June 2021
4	01.07.2021	Cease additional funding in relation to the restriction of staff movement from 30 June 2021. Extended payments for non-delivery of care in non-residential settings, and under-occupancy in care homes until 30 September 2021. Extended the Social Care Staff Support Fund until 30 September 2021. Extended additional in costs In Annex A until 31 March 2022. Update to additional cost Annex A.
5	01.10.2021	Extended the Social Care Staff Support Fund until 31 March 2022. Extended PPE element of additional costs until 31 March 2022. Extended payments for non-delivery of care in non-residential settings, and under-occupancy in care homes until 31 October 2021.
6	01.11.2021	Updated criteria for claiming for non-delivery of care.
7.	01.04.2022	Extension of Financial Support until 30 June 2022, including the Social Care Staff Support Fund. Additional costs annex updated to remove eligibility for costs incurred for; <ul style="list-style-type: none"> • Travel by social care staff through travelling to and from a priority post box. • for screens or equipment to enable outdoor visiting or provide space for visiting purposes. • Additional digital, IT and telephony costs. • Additional staff training costs • Additional logistics (e.g. transport of additional PPE from registered site to service locations).
8.	01.07.2022	Extension of the Social Care Staff Support Fund until 30 September 2022. Extension of additional costs relating to testing and vaccination until 31 March 2023.
9.	02.09.2022	Updated to include submission deadlines for claims.
10	04.10.2022	Extension of the Social Care Staff Support Fund until 31 March 2023

Introduction

This guidance sets out the current arrangements for providing financial support to adult social care providers for agreed costs relating to the COVID-19 pandemic. Any costs incurred prior to 30 June 2022 should be treated in line with the appropriate version of the guidance which can be found on the Scottish Government website. Moreover, any costs incurred prior to December 2020 should be treated in line with the appropriate version of the provider sustainability principles which can be found [here](#).

Section 1: Additional costs that may be met for Financial Support for adult social care and support as a direct result of the pandemic.

1. Where a provider is facing additional costs relating to COVID-19 **testing** or **vaccinations**, then they should supply information on these to the Local Authority/Integration Authority for reimbursement. Details on the additional costs that can be reimbursed are at **Annex A**.

Section 2: process for submitting and reimbursing costs

Evidence to support payments

2. Integration Authorities and Local Authorities are required to have sufficient evidence before making payments to meet their statutory duties to ensure public money is accounted for, meet audit requirements and provide assurance to Scottish Government. Officers approving any payment have to be assured that they have met these requirements.
3. Providers will therefore be required to provide evidence to support costs they are submitting for reimbursement.
4. Flexibility should be applied wherever possible, for example if a provider provides all of the required information but not on the right form.
5. The type of evidence required to support each type of payment is set out below.

Payment for additional costs

6. The provider should;
 - Complete any relevant forms to detail the additional costs – the form will be provided by the commissioning authority
 - Sign the declaration form (payments cannot be made until forms are signed)
 - Provide relevant extracts from ledger details or management accounts to evidence expenditure where required.
 - Providers should contact their commissioning authority before they make any significant purchase that they intend to seek reimbursement for, to ensure that the purchase can be reimbursed against the categories in Annex A. Similarly, if a provider is in any doubt as to whether a purchase can be reimbursed against the categories in Annex A, they should contact the commissioning authority to discuss.

Retrospective reconciliation

7. When required, retrospective reconciliation should be undertaken transparently and through discussion with providers. Some contractual arrangements already have a requirement for this to be undertaken annually. Where this approach is necessary;
 - An open book approach will be required;
 - Ledger details or management accounts should be provided;
 - Agreement to be reached locally regarding the mechanism and timescales for reimbursement or overpayment between Authorities and providers.

Timeline for payments

8. To ensure that payments can continue to be reclaimed through the Financial Performance Return (FPR) (previously Local Mobilisation Plan) mechanism, providers should submit all claims and evidence to the Integration Authority/Local Authority on a monthly basis.
9. **Claims for the period prior to 1 April 2021 should no longer be considered** (the deadline for those claims was 30 June 2022).
10. Providers should submit all claims and supporting evidence for the financial year 2021/22 to the Integration Authorities by 30 September 2022. **Claims for this period will no longer be considered after this date.**

Responsibilities of providers and commissioners

11. Providers must complete a supplier relief form and declaration to confirm they will;
 - Ensure that [payments are not received that duplicate support](#)
 - Consider where changes can be made to the business model to ensure support can continue to be provided.
 - Continue to employ and pay staff including for sickness or absence due to COVID-19 in line with their expected income (including paying staff who would otherwise receive Statutory Sick Pay or another amount less than their 'expected income' when ill or self-isolating due to COVID-19, in line with the <https://www.gov.scot/publications/coronavirus-covid-19-social-care-staff-support-fund-guidance/>).
 - Ensure sub-contractors are paid.
 - Agree an open book basis between commissioners and providers where sustainability payments have been made, to ensure there is no duplication of support.
 - On request, evidence that monies paid out have been used as intended. Where it has not, monies paid out can be recovered by public bodies.
 - Work with commissioners to consider any adaptations required to business or support models to ensure they remain sustainable.
 - Raise any issues in relation to financial sustainability locally to ensure appropriate support can be provided.
 - If providers are struggling with the claims processes, they should reach out to their partnerships and/or provider organisations for support.

12. Integration Authorities and Local Authorities will;

- Ensure arrangements are in place to support the social care sector.
- Provide a contact detail for providers to ensure they can access support or raise any queries as required. Regular dialogue between providers and commissioners should support good relationships and partnership working.
- Ensure fast, regular payments are made to support providers' cash flow, and improve payment terms where possible.
- Ensure any retrospective reconciliation is done transparently and through discussion with providers.
- Work collaboratively across areas to share information to prevent duplication for providers.
- Provide proactive support to providers and look at their local commissioning arrangements to ensure they remain appropriate.

Annex A

1. Scottish Government has committed to provide funding to continue the costs listed in the table below.

Before providers purchase or arrange for any items not itemised in this Annex, they should discuss with the commissioning Authority.

Cost	End Date
Social Care Staff Support Fund	31 March 2023
PPE Hubs	30 September 2022
Costs associated with testing, including; <ul style="list-style-type: none"> • Additional staff due to staff testing (both PCR and LFD testing), such as ordering, stocktaking, preparation, distribution of kits, and recording data from testing. Any such reasonable administrative costs will fall within the scope of this additional funding being provided to the sector and; • Visitor testing (checking they have tested, distributing tests etc) • Reasonable additional costs for backfill where it is supporting services from fixed sites to allow staff to test at work. 	31 March 2023
Costs associated with vaccinations including; <ul style="list-style-type: none"> • Where providers incur additional costs as a result of enabling staff to be vaccinated in working time, e.g. backfill, these are reasonable additional costs and within the scope of the additional funding for the sector. • Additional staff transport costs for vaccinations. 	31 March 2023

Supporting evidence for additional costs associated with testing and vaccination

In terms of evidence to support payment from HSCPs to providers for these additional costs, relevant extracts from ledger details or management accounts to evidence expenditure should be regarded as sufficient evidence, alongside the provider completing any relevant forms from the commissioning authority to detail the additional costs and signing the declaration form.

Other support available.

Where a provider has questions or concerns about financial support, they should seek advice from their commissioning authority.