

AGENDA ITEM No. ....9

## NORTH LANARKSHIRE COUNCIL

## REPORT

TO: Social Work Committee	Subject: Service Plan Monitoring Report
FROM: Jim Dickie Director of Social Work	
DATE OF COMMITTEE: 2nd March 1999	
REPORT AUTHOR: Stephen Rankin	
REF: JD/SR	

## 1. PURPOSE OF REPORT

- 1.1 This report advises members on the progress on the implementation of the Departmental Service Plan for 1998-2001.

## 2. PROGRESS KEY DEVELOPMENT TASKS

- 2.1 The Social Work Departmental Service Plan 1998-2001 identified ten key strategic development tasks. Progress in implementing the ten key development tasks is described in the appendix to this report.

## 3. RECOMMENDATIONS

- 3.1 Committee is requested to note the action reported in the schedule to this report.



**Jim Dickie**  
Director of Social Work

February 1998

## APPENDIX

KEY DEVELOPMENT TASKS	Progress Achieved
<p>1. Develop information systems to support needs assessment &amp; quality assurance/monitoring initiatives</p>	<p>Progressive development of Information Technology system.</p> <ul style="list-style-type: none"> <li>• Millennium compliance of Social Work Information System completed.</li> <li>• Referral and Case Management Tool implemented.</li> <li>• Fully costed Care Management module for all care groups to be implemented by 1/4/99. Pilot to begin January 1999.</li> <li>• Roll-out of E-mail pilot to area teams completed.</li> <li>• Complaints module implemented.</li> <li>• Personnel system implementation underway in all Area Teams.</li> <li>• Pilot of graphical (Windows) version of Social Work Information System in Motherwell Area Team underway.</li> <li>• Absence management system enhanced.</li> </ul>

<p>2. Develop new systems for quality assurance and monitoring</p>	<ul style="list-style-type: none"> <li>• Work ongoing. Benchmarking systems for children's services under development in conjunction with other local authority Social Work Departments.</li> </ul>
<p>3. Monitor a care management pilot</p>	<ul style="list-style-type: none"> <li>• Care management pilot introduced at Chryston office in November 1997.</li> <li>• Monitoring report completed in April 1998.</li> </ul>
<p>4. Consult on, implement and review Joint Community Care Plan</p>	<ul style="list-style-type: none"> <li>• Draft Plan published, consultation exercise complete and final Plan published and distributed.</li> <li>• Review due June 1999.</li> </ul>
<p>5. Develop community alternatives to prevent inappropriate admission of young people to residential care</p>	<ul style="list-style-type: none"> <li>• Day care services established in Cumbernauld and Kilsyth for 6 places.</li> <li>• Service improvements introduced in August 1998 at 7 Day Centre, Wishaw.</li> <li>• Expanded area of operation of Parents for Change support group. Training to be complete by February 1999.</li> <li>• Befriending scheme infrastructure created.</li> <li>• New permanent foster carers approved. Campaign to recruit more foster carers underway.</li> </ul>

<p>6. Develop new small scale residential units in the community</p>	<ul style="list-style-type: none"> <li>• New small scale (8 spaces) home opened in September 1998 in Motherwell.</li> <li>• Reduction in size of Airdrie home (Mitchell Street) underway.</li> </ul>
<p>7. Develop youth housing and support strategies with Housing, Education and voluntary organisations, with priority for young people leaving care and other vulnerable groups</p>	<ul style="list-style-type: none"> <li>• Strategy approved by Social Work Committee October on 6th October 1998.</li> <li>• Joint assessment procedures between Social Work and Housing implemented.</li> </ul>
<p>8. Consult on, implement and review Children's Services Plan</p>	<ul style="list-style-type: none"> <li>• Final Plan published and distributed.</li> <li>• Review due June 1999</li> </ul>
<p>9. Extend provision of public information</p>	<ul style="list-style-type: none"> <li>• Community care services information leaflets launched in October 1998.</li> <li>• Benefits quick guides/posters produced and widely distributed. Update due April 1999.</li> <li>• Options brochure for residential and nursing homes for older people to be published by 31/3/99.</li> </ul>
<p>10. Deliver co-ordinated programmes of benefits take up campaigns</p>	<ul style="list-style-type: none"> <li>• Council Tax, carers discount, disability reduction campaign approved by Committee. Implementation underway.</li> </ul>