

NORTH LANARKSHIRE COUNCIL**REPORT**

TO: Social Work Committee	Subject: Service Plan Monitoring Report
FROM: Jim Dickie Director of Social Work	
DATE OF COMMITTEE: 24th August 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 1999-2002.

2. PROGRESS ON KEY DEVELOPMENT TASKS

- 2.1 The Social Work Departmental Service Plan 1999-2002 identified seventeen key strategic development tasks for action in year 1999/2000. The key tasks are listed on pages 12 and 13 of the Social Work Service Plan Summary which will be available to members at the Social Work Committee meeting. Progress in implementation is summarised in Appendix 1.
- 2.2 A Plan Summary has been produced and copies will be made available to members of the Social Work Committee.

3. RECOMMENDATIONS

- 3.1 Committee is requested to note the actions described in the schedule to this report.



Jim Dickie
Director of Social Work

17 August 1999

APPENDIX 1

KEY DEVELOPMENT TASKS	COMPLETION TIMESCALE (YEARS)	PROGRESS ACHIEVED
ADVOCACY		
Develop locally based advocacy for people with learning disabilities.	1999/2000	<ul style="list-style-type: none"> • Funding provided for North Lanarkshire Advocacy Project for service users and their carers. Project manager appointed.
DEVELOP SUPPORTED LIVING INITIATIVES		
Progressively implement small scale local supported living projects based on person centered planning and individualised service design, beginning with learning disabilities.	1999 - 2002	<ul style="list-style-type: none"> • From 1/4/98 to 30/6/99 22 people with learning disabilities have moved from institutional settings to their own accommodation with support. • From 1/4/98 to 30/6/99 to 30/6/99 7 people with mental health problems have moved from institutional settings to their own accommodation with support. • 5 organisations have been commissioned to provide supported living services. An in-house supported living service is also being developed.

DEVELOP JOINT STRATEGIES WITH OUR PARTNERS		
Develop and implement a joint mental health framework.	1999 - 2001	<ul style="list-style-type: none"> • Mental Health Framework completed and submitted to Scottish Executive. • Joint working groups on 'services for adults with mental health problems' and 'services for older people with mental health problems' established to implement proposals within framework. • Resources secured totalling £210,000 from Mental Health Development Fund to support implementation through 2 projects. These are firstly, to develop a community resource network model of services for adults. Secondly, to develop co-ordinated multi-agency assessment, care management and joint budgetary arrangements for older people with mental health problems including dementia.
Develop and implement a joint strategy for people with learning disabilities.	1999-2001	<ul style="list-style-type: none"> • Joint Strategy Manager appointed and funded by Lanarkshire Health Board. • Agreed use of Bridging Finance with Lanarkshire Health Board. • Hosted 3 'stakeholder' events to assist formulation of Strategy with 280 participants including service users and their carers. • Draft Strategy to be completed by November 1999.

RESHAPE AND TARGET COUNCIL SERVICES

Implement planned capital upgrade of residential and day services.

1999-2002

- Window replacement programme underway in residential homes for older people. Lack of capital limits maintenance to essential repairs.
- Programme of upgrading of interior decoration in children's homes and day centres underway. Lack of capital is a major restraint.

CO-ORDINATE BENEFITS TAKE UP CAMPAIGNS

Co-ordinate benefits information and take up campaigns, commencing with council tax carers discount and disability rebates.

1999-2002

- Campaign to identify potential recipients of Council Tax carers discount and disability rebates established.
- Leaflets and posters distributed to over 3,500 disabled individuals, carers and representative groups highlighting eligibility for Council Tax carers discount and disability rebates.

FAMILY BASED CARE

Recruit and support carers to increase family respite to children and young people with disabilities

1999-2002

- Increased the number of approved carers from 20 to 23.
- Increased number of children linked to network from 10 to 16. Number of adults linked remains same at 7.

FAMILY BASED CARE (CONTINUED)

Recruit and Support Foster Parents to care for all children 12 years and under.	1999-2002	<ul style="list-style-type: none"> Established Recruitment Strategy Group and developed existing recruitment programme. Eleven additional temporary foster carers have been recruited, of which six are being assessed for approval. Another five are being trained. Enhanced Foster Allowances for all children approved by Social Work Committee (30/3/99). Allowances implemented on 1/4/99. Established rolling training programmes for foster carers involving issues such as child development and protection, communication skills and post placement working. Training events take place monthly with between 10-16 participants. Established 3 support groups for approved adopters, adoptive families and permanent foster carers.
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COMBAT CAUSES AND EFFECTS OF SUBSTANCE MISUSE

Develop joint local initiatives to combat the causes and effects of substance misuse.	1999-2001	<ul style="list-style-type: none"> As part of review of social work services for people who misuse substances, 4.5 WTE counsellors in total appointed to address service gaps in Coatbridge, Motherwell and Chryston. Pilot of common assessment tool between North Lanarkshire Council substance misuse services, GPs, Community Addiction Teams and voluntary sector providers has been initiated in the Motherwell, Bellshill, Wishaw and Shotts areas.
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MANAGE RISK FROM OFFENDERS

Implement risk assessment and intervention programmes targeted at adult and young sex offenders and abusive parents.

1999-2001

- Joint assessment process between Criminal Justice and Child Care staff operational in Area Teams.

ESTABLISH INTER-AGENCY SUPPORTED EMPLOYMENT INITIATIVES

Develop an interagency supported employment strategy for people with disabilities.

1999/2000

- A multi-agency 'Supported Employment Group' chaired by the Director of Social Work has been established. The Group promotes an Supported Employment Strategy and involves North Lanarkshire Council, Lanarkshire Development Agency, Lanarkshire Health Board, Health Care Trusts and Lanarkshire Development Agency.

Support 20 people with learning disability in employment.

1999-2002

- 15 individuals in total are at present in supported employment in the public and private sectors being supported by the 'Partnership Employment Project' and 'Employment, Challenge, Hope, Opportunities' project.

A CHARTER OF RIGHTS FOR ALL SERVICES

Implement a charter of rights in all Council and commissioned social care services.

1999-2001

- Draft Charter in preparation.

PUBLIC INFORMATION		
Launch community care information and user copies of community leaflets.	1999/2000	<ul style="list-style-type: none"> • Revised and made available community care public information leaflets 'Charges for Residential and Nursing Home Care Services' and 'Charges for Home Care Services' in April 1999. • Produced and distributed a North Lanarkshire Directory of Nursing Homes and Residential Homes for Older People in April 1999.
OBTAIN FEEDBACK FROM SERVICE USERS		
Develop feedback systems from people who use services starting with people who raise issues and complaints (1999/2000) and people moving to supported living services and supported employment.	1999-2002	<ul style="list-style-type: none"> • Complaints procedure revised and developed as a quality assurance tool as part of the department's Best Value Plan. • Revised complaints public information leaflet it is now available at all service points such as area offices, day care centres, residential homes. • Initiated staff training programme, with 30 officers trained to investigate complaints. Programme ongoing. • Integrated complaints information into Social Work Information System to better analyse trends. • Initiated joint work with Lanarkshire Health Board and South Lanarkshire Council to improve handling of complaints in nursing homes.

IMPLEMENT JOINT STRATEGIES WITH OUR PARTNERS TO SUPPORT VULNERABLE YOUNG ADULTS

Develop co-ordinated housing and support services for vulnerable young adults.

1999-2001

- Introduced weekend and outwith normal working hours services to support the most vulnerable young people.
- Established Healthy Living Project in co-operation with Housing Department and health agencies. This provides services in temporary accommodation for young homeless people.
- Established 'Access to Employment Project'. This joint venture with the Housing Department and the Careers Service provides training and development for young people.

OUR KEY DEVELOPMENT TASKS

This section sets out fifteen key development tasks for the Social Work Department over the next three years.

1. Advocacy

- ✓ Develop locally based advocacy for people with learning disabilities (Year 1).
- ✓ Develop locally based advocacy for people with mental illness (Year 2).
- ✓ Develop locally based advocacy for people with dementia (Year 3).
- ✓ Develop locally based advocacy for children and young people (Years 1-3).

2. Develop supported living initiatives

- ✓ Progressively implement small scale local supported living projects based on person centered planning and individualised service design, beginning with learning disabilities (Years 1 - 3).

3. Develop joint strategies with the Health Board, other agencies and users of service and their carers

- ✓ Develop and implement a joint mental health framework for adults and young people (Years 1 - 2).
- ✓ Develop and implement a joint strategy for people with learning disabilities (Years 1 - 2).
- ✓ Develop and implement a joint strategy for people with dementia (Year 3).

4. Reshape and target Council services

- ✓ Implement review of Home Care and carry out cost/quality comparison (Year 1).
- ✓ Review Day Services and carry out cost/quality comparison (Years 2 - 3).
- ✓ Review residential services and carry out cost/quality comparison (Years 2 - 3).
- ✓ Implement planned capital upgrade of residential and day services (Years 1 - 3).

5. Review the provision of equipment and adaptations

- ✓ Review the provision of equipment and adaptations to assist people with disabilities, to ensure best use of available resources (Years 2 - 3).

6. Coordinated benefits take up campaigns

- ✓ Co-ordinate benefits information and take up campaigns, commencing with council tax carers discount and disability rebates (Years 1 - 3).

7. Family based care

- ✓ Recruit and Support Foster Parents to care for all children 12 years and under (Years 1 - 3).
- ✓ Recruit and support carers to increase family respite to children and young people with disabilities (Years 1 - 3).

8. Develop joint local initiatives to combat the causes and effects of addictions

- ✓ Develop joint local initiatives to combat the causes and effects of addictions, particularly for people. (Years 1 - 2).

9. Manage risk from offenders

- ✓ Implement risk assessment and intervention programmes targeted at adult and young sex offenders and abusive parents. (Years 1 - 2).

10. Establish an interagency supported employment initiatives

- ✓ Develop an interagency supported employment strategy for people with disabilities, vulnerable young people and other disadvantaged groups (Year 1).
- ✓ Support 20 people with learning disability in employment (Years 1 - 3).

11. Charter of Rights for all services

- ✓ Implement a charter of rights in all Council and commissioned social care services (Years 1 - 2).

12. Public information

- ✓ Launch community care information and user copies of community leaflets by April 1999 (Year 1).
- ✓ Publicise information extended to other services and care groups (Years 2 and 3).

13. Develop alternatives to remand and custody for vulnerable offenders

- ✓ Jointly work with housing to develop housing and support for offenders, particularly young offenders, and those who are mentally ill or have a learning disability (Year 2).

14. Obtain feedback from people who use social work services

- ✓ Develop feedback systems from people who use services starting with people who raise issues and complaints (Year 1) and people moving to supported living services and supported employment (Years 1 - 3).

15. Implement joint strategies with housing and other agencies to support vulnerable young adults

- ✓ Develop co-ordinated housing and support services for vulnerable young adults (Years 1 - 2).