

## NORTH LANARKSHIRE COUNCIL

## REPORT

TO: Social Work Committee	Subject: Service Plan Monitoring Report
FROM: Jim Dickie Director of Social Work	
DATE OF COMMITTEE: 23 November 1999	
REPORT AUTHOR: Duncan Mackay	
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 has been widely distributed. Progress in implementation is summarised in Appendix 1.

**3. RECOMMENDATIONS**

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



**Jim Dickie**  
Director of Social Work

October 1999

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## APPENDIX 1

KEY DEVELOPMENT TASKS	COMPLETION TIMESCALE (YEARS)	PROGRESS ACHIEVED
<b>ADVOCACY</b>		
Develop locally based advocacy for people with learning disabilities.	1999/2000	<ul style="list-style-type: none"> <li>• Funding provided for North Lanarkshire Advocacy Project for service users and their carers. Project manager appointed. Confirmation of funding for people in long stay hospital care</li> </ul>
<b>DEVELOP SUPPORTED LIVING INITIATIVES</b>		
Progressively implement small scale local supported living projects based on person centred planning and individualised service design, beginning with learning disabilities.	1999 - 2002	<ul style="list-style-type: none"> <li>• From 1/4/98 to October 1999 28 people with learning disabilities have moved from institutional settings to their own accommodation with support.</li> <li>• From 1/4/98 to 30/6/99 to 30/6/99 9 people with mental health problems have moved from institutional settings to their own accommodation with support.</li> <li>• 5 organisations have been commissioned to provide supported living services. An in-house supported living service is also being developed.</li> </ul>

KEY DEVELOPMENT TASKS	COMPLETION TIMESCALE (YEARS)	PROGRESS ACHIEVED
<b>DEVELOP JOINT STRATEGIES WITH OUR PARTNERS</b>		
Develop and implement a joint mental health framework.	1999 - 2001	<ul style="list-style-type: none"> <li>• Mental Health Framework completed and submitted to Scottish Executive.</li> <li>• 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.</li> <li>• Resources secured totalling £210,000 from Mental Health Development Fund to support implementation through 2 projects. A third round of bids is presently under consideration.</li> </ul>
Develop and implement a joint strategy for people with learning disabilities.	1999-2001	<ul style="list-style-type: none"> <li>• Joint Strategy Manager appointed and funded by Lanarkshire Health Board.</li> <li>• Agreed use of Bridging Finance with Lanarkshire Health Board.</li> <li>• Hosted 3 'stakeholder' events to assist formulation of Strategy with 280 participants including service users and their carers.</li> <li>• Draft Strategy to be completed by late 1999.</li> </ul>

KEY DEVELOPMENT TASKS	COMPLETION TIMESCALE (YEARS)	PROGRESS ACHIEVED
<b>RESHAPE AND TARGET COUNCIL SERVICES</b>		
Implement planned capital upgrade of residential and day services.	1999-2002	<ul style="list-style-type: none"> <li>Window replacement programme underway in residential homes for older people. Some interior decoration and replacement of floor coverings also being done. Lack of capital limits maintenance to essential repairs.</li> </ul>
<b>CO-ORDINATE BENEFITS TAKE UP CAMPAIGNS</b>		
Co-ordinate benefits information and take up campaigns, commencing with council tax carers discount and disability rebates.	1999-2002	<ul style="list-style-type: none"> <li>Council Tax carers discount and disability rebates campaign has been completed. Despite intensive publicity and contact with potential beneficiaries the campaign was limited in its success.</li> </ul>
<b>FAMILY BASED CARE</b>		
Recruit and support carers to increase family respite to children and young people with disabilities	1999-2002	<ul style="list-style-type: none"> <li>Increased the number of approved carers from 16 to 26 though 8 are currently not taking placements.</li> <li>Increased number of children linked to network from 10 to 15. Number of adults linked has increased to 8.</li> </ul>

KEY DEVELOPMENT TASKS	COMPLETION TIMESCALE (YEARS)	PROGRESS ACHIEVED
<b>FAMILY BASED CARE (CONTINUED)</b>		
Recruit and Support Foster Parents to care for all children 12 years and under.	1999-2002	<ul style="list-style-type: none"> <li>• Established Recruitment Strategy Group and developed existing recruitment programme. Campaign starts 4th November 1999.</li> <li>• Enhanced Foster Allowances for all children approved by Social Work Committee (30/3/99). Allowances implemented on 1/4/99.</li> <li>• 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.</li> <li>• Established 3 support groups for approved adopters, adoptive families and permanent foster carers.</li> </ul>
<b>COMBAT CAUSES AND EFFECTS OF SUBSTANCE MISUSE</b>		
Develop joint local initiatives to combat the causes and effects of substance misuse.	1999-2001	<ul style="list-style-type: none"> <li>• The pilot of common assessment form which involves the Social Work Department, the Motherwell Community Addiction Team and a number of General Practitioners is underway. The pilot, will be concluded in December and will be followed by an evaluation study, details of which will be reported to the Social Work Committee. Due to the personnel procedures which have to be followed the additional counselling staff approved by committee are not yet in post. Interviews will be completed early in November 1999.</li> </ul>

KEY DEVELOPMENT TASKS	COMPLETION TIMESCALE (YEARS)	PROGRESS ACHIEVED
<b>MANAGE RISK FROM OFFENDERS</b>		
Implement risk assessment and intervention programmes targeted at adult and young sex offenders and abusive parents.	1999-2001	<ul style="list-style-type: none"> <li>Joint assessment process between Criminal Justice and Child Care staff operational in Area Teams - first group of staff in Area Teams now training - training for second group starting Autumn 1999. Programme fully implemented.</li> </ul>
<b>ESTABLISH INTER-AGENCY SUPPORTED EMPLOYMENT INITIATIVES</b>		
Develop an interagency supported employment strategy for people with disabilities.	1999/2000	<ul style="list-style-type: none"> <li>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.</li> </ul>
Support 20 people with learning disability in employment.	1999-2002	<ul style="list-style-type: none"> <li>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.</li> </ul>

KEY DEVELOPMENT TASKS	COMPLETION TIMESCALE (YEARS)	PROGRESS ACHIEVED
<b>A CHARTER OF RIGHTS FOR ALL SERVICES</b>		
Implement a charter of rights in all Council and commissioned social care services.	1999-2001	<ul style="list-style-type: none"> <li>• Draft Charter in preparation.</li> </ul>
<b>PUBLIC INFORMATION</b>		
Launch community care information and user copies of community leaflets.	1999/2000	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Produced and distributed a North Lanarkshire Directory of Nursing Homes and Residential Homes for Older People in April 1999.</li> <li>• Community Care leaflets now available on tape and in Braille.</li> <li>• Community care in North Lanarkshire leaflet now translated into Chinese, Hindi, Punjabi and Urdu.</li> </ul>

KEY DEVELOPMENT TASKS	COMPLETION TIMESCALE (YEARS)	PROGRESS ACHIEVED
<b>OBTAIN FEEDBACK FROM SERVICE USERS</b>		
<p>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.</p>	<p>1999-2002</p>	<ul style="list-style-type: none"> <li>• Complaints procedure revised and developed as a quality assurance tool as part of the department's Best Value Plan.</li> <li>• Revised complaints public information leaflet it is now available at all service points such as area offices, day care centres, residential homes.</li> <li>• Initiated staff training programme, with 30 officers trained to investigate complaints. Programme ongoing.</li> <li>• Integrated complaints information into Social Work Information System to better analyse trends.</li> <li>• Initiated joint work with Lanarkshire Health Board and South Lanarkshire Council to improve handling of complaints in nursing homes.</li> </ul>



KEY DEVELOPMENT TASKS	COMPLETION TIMESCALE (YEARS)	PROGRESS ACHIEVED
<b>IMPLEMENT JOINT STRATEGIES WITH OUR PARTNERS TO SUPPORT VULNERABLE YOUNG ADULTS</b>		
Develop co-ordinated housing and support services for vulnerable young adults.	1999-2001	<ul style="list-style-type: none"> <li>• Introduced weekend and outwith normal working hours services to support the most vulnerable young people.</li> <li>• Established Healthy Living Project in co-operation with Housing Department and health agencies. This provides services in temporary accommodation for young homeless people.</li> <li>• Established 'Access to Employment Project'. This joint venture with the Housing Department and the Careers Service provides training and development for young people.</li> <li>• Secured primary care development fund monies for a post to address the mental health needs of looked after and accommodated young people.</li> </ul>