

AGENDA ITEM No. 15

NORTH LANARKSHIRE COUNCIL

REPORT

TO: Social Work Committee	Subject: SOCIAL WORK DEPARTMENT MILLENNIUM CONTINGENCY PLANS
FROM: Jim Dickie Director of Social Work	
DATE OF COMMITTEE: 23 November 1999	
REPORT AUTHOR: Edward Cherrie	
REF:	

1 PURPOSE OF REPORT

The purpose of this report is to outline the arrangements that the Social Work Department has made for the Millennium holiday period.

2 ACTION TAKEN

- 2.1 The Social Work Department has consulted with the Council's Emergencies Planning Unit, other Departments, Lanarkshire Health Board and with relevant groups of service users to establish the level of need for social work services over the holiday millennium period (December 24 1999 - 4 January 2000), and to establish contingency arrangements in the event of any utility or other failure(s) over the period 31 December 1999 - 4 January 2000 which may affect service delivery
- 2.2 The Department will continue to supply services to users as normal over the holiday period within residential settings, day care settings and in home care to meet the needs of the most vulnerable. Special arrangements have been made, however, for the extended millennium holiday from 31 December - 4 January 2000, which will supplement the out of hours service purchased from the Social Work Standby Service.
- 2.3 A small team of staff will operate from Merrystone Centre, Coatbridge, consisting of a senior officer and three or four other staff, plus administrative support. These staff have volunteered to work over the holiday. The centre will be operational from 2 p.m. Friday 31 December to 6 a.m. Sunday 2 January, and then after from 9 a.m. to 3 p.m. Sunday 2 January till Tuesday 4 January.

Other staff have volunteered to be on call in the event of any emergency.

- 2.4 The Senior Management Team will be on a standby rota over the period.

- 2.5 Normal staffing for Residential Units will be maintained. A number of residential staff have volunteered to be on call in the event of any emergency within a residential unit.
- 2.6 Eight hours supply of bottled water and battery operated radios, torches and lanterns have been ordered for Residential Units.
- 2.7 The Department is liaising with IT Section, Finance Department, to enable a download of user information contained within the Social Work Information System (SWIS) to be made. This will be stored on lap top computers at Merrystone House and can then be accessed in the event of a utility failure making access to SWIS not possible.
- 2.8 The Department also recognises that additional pressures may impact on health services during this period, and in particular these may arise in acute hospitals. Senior staff on each shift in the team at Merrystone will therefore liaise with designated personnel in the NHS to assess changing requirements.
- 2.9 Contact has been made with contracted independent sector care providers to ensure that they have contingency plans in place. In respect of nursing homes, this has been undertaken by Lanarkshire Health Board Inspection Team.
- 2.10 The Social Work Department's Emergencies Procedures Plan is being reviewed and updated. An additional "Millennium Handbook" is also being prepared. This will be included within the Chief Executive's "Millennium Operating Regime" publication.

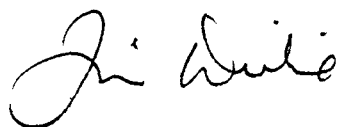
3 FINANCIAL IMPLICATIONS

- 3.1 The financial implications of the millennium working arrangements were included in the Report of September 22 to the Personnel Services Committee: "Public Holidays 2000 - Council Employees".

4 RECOMMENDATIONS

- 4.1 Committee is asked:
 - i. to note the content of the report.
 - ii to ask the Director of Social Work on behalf of the Social Work Committee to thank all staff who have volunteered for additional duty and/ or be on standby over the millennium period.

- iii request the Director of Social Work to report back early in the new year if there have been any significant problems over the millennium period.



Jim Dickie
Director of Social Work
1 November 1999

For further information on this report please contact A Jay, Head of Social Work Services (TEL: 01698 332004)