

NORTH LANARKSHIRE COUNCIL
REPORT

TO: Social Work Committee	Subject: SERVICE PLAN MONITORING REPORT
FROM: Jim Dickie Director of Social Work	
DATE OF COMMITTEE: 18th April 2000	
REPORT AUTHOR: Duncan Mackay	
REF: DM/EC/AG	

1 PURPOSE OF REPORT

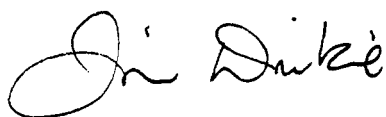
- 1.1 This report advises members on the progress on the implementation of the Departmental Service Plan for 1999-2002.

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 provided in detail 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
8 March 2000

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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 Group . This group has a management committee of service users and unrelated carers. They have been developing self and group advocacy and taken on limited individual representation. Advocacy for people leaving long stay hospital care is provided by the ENABLE Speak Out Project, which the Council funds alongside South Lanarkshire Council and Lanarkshire Health Board
DEVELOP SUPPORTED LIVING INITIATIVES		
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"> • From April 1998 to February 2000 32 people with learning disabilities have moved from institutional settings to their own accommodation with support in locations across the authority. In addition from April 1998 to February 2000 15 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 for people with learning disabilities as the scale of future hospital discharge plans is considerable. An in-house supported living service is also being developed.

KEY DEVELOPMENT TASKS	COMPLETION TIMESCALE (YEARS)	PROGRESS ACHIEVED
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. This will lead to the creation of a Resource Network in different localities, i.e. a comprehensive network of mental health services. Staged implementation of this will begin in Cumbernauld & Kilsyth in April 2000, where a pilot of a Joint Community Mental Health Team has been successfully evaluated by the Scottish Development Centre for Mental Health.

KEY DEVELOPMENT TASKS	COMPLETION TIMESCALE (YEARS)	PROGRESS ACHIEVED
DEVELOP JOINT STRATEGIES WITH OUR PARTNERS		
Develop and implement a joint mental health framework.	1999 - 2001	<ul style="list-style-type: none"> • Various bids to the Mental Health Development Fund have been successful:- <ul style="list-style-type: none"> Year 1 - User and Carer Involvement Team - £118,000 (Lanarkshire Health Board have provided funding to allow this initiative to continue) Year 2 - Co-ordination of Assessment and Care Management of Older People with Dementia - £77,000 Development of a Resource Network for Adults with Mental Health Problems and Monitoring Systems for People with severe and enduring Mental Illness - £133,000 Year 3 - Establishment of compatible and/or integrated information systems to develop better joint working and information sharing between agencies £410,000

KEY DEVELOPMENT TASKS	COMPLETION TIMESCALE (YEARS)	PROGRESS ACHIEVED
DEVELOP JOINT STRATEGIES WITH OUR PARTNERS		
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. Multi-agency Project Board established. • 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. • Progress of Draft Strategy reported to Social Work (Planning & Administration) Sub Committee in February 2000. Action Plans being completed by joint planning partners.

KEY DEVELOPMENT TASKS	COMPLETION TIMESCALE (YEARS)	PROGRESS ACHIEVED
RESHAPE AND TARGET COUNCIL SERVICES		
Implement planned capital upgrade of residential and day services.	1999-2002	<ul style="list-style-type: none"> • Window replacement programme underway in residential homes for older people and some interior decoration and replacement of floor coverings have been completed. Lack of capital limits maintenance to essential repairs.
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	<ul style="list-style-type: none"> • 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. • A Pilot Project to advise workers of the Working Families Tax Credit will be undertaken initially with North Lanarkshire employees.
FAMILY BASED CARE		
Recruit and support carers to increase family respite to children and young people with disabilities	1999-2002	<ul style="list-style-type: none"> • Increased the number of approved carers from 16 to 28 though 7 are currently not taking placements. • Increased number of children linked to network from 10 to 15. Number of adults linked has increased to 8.

KEY DEVELOPMENT TASKS	COMPLETION TIMESCALE (YEARS)	PROGRESS ACHIEVED
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. Campaign started 4th November 1999 and is continuing. • Enhanced Foster Allowances for all children approved by Social Work Committee (30/3/99). Allowances implemented on 1/4/99. Will be upgraded in line with inflation in financial year 2000- 2001. • 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. One session has taken place with 8 more planned. • Established 2 support groups for approved adopters, & adoptive families. A support group for permanent foster carers is in the process of being established. 2 preparatory groups for foster/ adoptive parents and temporary carers have also been established.

KEY DEVELOPMENT TASKS	COMPLETION TIMESCALE (YEARS)	PROGRESS ACHIEVED
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"> The pilot and evaluation of common assessment form which involves the Social Work Department, the Motherwell Community Addiction Team and a number of General Practitioners has been completed. A Report is in preparation and will be presented to the Drug Action Team. Interviews for addiction/ counselling posts were completed in December 1999 with one out of four posts being filled. Further interviews are planned in March 2000.
MANAGE RISK FROM OFFENDERS		
Implement risk assessment and intervention programmes targeted at adult and young sex offenders and abusive parents.	1999-2001	<ul style="list-style-type: none"> Joint assessment process training between Criminal Justice and Child Care staff operational in Area Teams has been completed. The training is now being extended to Community Care staff in the Area Teams.
ESTABLISH INTER-AGENCY SUPPORTED EMPLOYMENT INITIATIVES		
Develop an interagency supported employment strategy for people with disabilities.	1999/2000	<ul style="list-style-type: none"> 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.

KEY DEVELOPMENT TASKS	COMPLETION TIMESCALE (YEARS)	PROGRESS ACHIEVED
ESTABLISH INTER-AGENCY SUPPORTED EMPLOYMENT INITIATIVES		
Support 20 people with learning disability in employment.	1999-2002	<ul style="list-style-type: none"> • 16 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. • Job coaches have now been employed in those parts of the authority which are not covered by the above projects i.e. Cumbernauld, Airdrie, Coatbridge and Motherwell. • Officer/ Member Working Group has been established to pursue job opportunities within North Lanarkshire Council. Target numbers for employment are currently being set.

KEY DEVELOPMENT TASKS	COMPLETION TIMESCALE (YEARS)	PROGRESS ACHIEVED
A CHARTER OF RIGHTS FOR ALL SERVICES		
Implement a charter of rights in all Council and commissioned social care services.	1999-2001	<ul style="list-style-type: none"> • Draft Charter prepared.
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. • Community Care leaflets now available on tape and in Braille. • Community care in North Lanarkshire leaflet now translated into Chinese, Hindi, Punjabi and Urdu.

KEY DEVELOPMENT TASKS	COMPLETION TIMESCALE (YEARS)	PROGRESS ACHIEVED
OBTAIN FEEDBACK FROM SERVICE USERS		
<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"> • 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. • An initial staff training programme, with 30 officers trained to investigate complaints has been completed. Further training is being planned. • Integrated complaints information into Social Work Information System to better analyse trends. • Undertaken joint work with Lanarkshire Health Board and South Lanarkshire Council to improve handling of complaints in nursing homes.

KEY DEVELOPMENT TASKS	COMPLETION TIMESCALE (YEARS)	PROGRESS ACHIEVED
IMPLEMENT JOINT STRATEGIES WITH OUR PARTNERS TO SUPPORT VULNERABLE YOUNG ADULTS		
Develop co-ordinated housing and support services for vulnerable young adults.	1999-2001	<ul style="list-style-type: none"> • Introduced weekend and outwith normal working hours services to support the most vulnerable young people. A Resource Worker and 4 Sessional Workers are based in Motherwell to provide a service to the 16+ age group. • Established Healthy Living Project in co-operation with Housing Department and health agencies. This provides services in temporary accommodation for young homeless people. This has been put forward for a COSLA Award. • Established on access to employment project. This joint venture with the Housing Department and the Careers Service provides training and development for young people. Now operational in Motherwell named 'Access Project New Futures Fund'. • Money received from Rough Sleepers Initiative for a pilot project to work with the young vulnerable homeless due to start July 2000. • Secured primary care development fund monies for a post to address the mental health needs of looked after and accommodated young people. Health staff are being seconded and will be in post in April. • Youth Housing Strategy agreed a joint Housing & Social Work Assessment procedure & protocol for working with young people. Training proposals are being agreed and will be targeted at direct service providers in Housing/ Social Work/ Health workers/ Careers Service and Blue Triangle Housing Association.