

## **SOCIAL WORK – 22 August 2000**

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**Motherwell, 22 August 2000 at 11 am.**

A Meeting of the **SOCIAL WORK COMMITTEE**

### **PRESENT**

Councillor H. McGuigan, Convener; Councillor Sullivan, Vice-Convener; Councillors Cassidy, Chadha, Coyle, Curley, Gorman, Irvine, Jones, Love, Lunny, McCallum, J. McGuigan, McKendrick, McKinlay, McLaughlin, J. Martin, Morris, M. Murray, Nolan, Robertson, Ross, and Shields.

### **CHAIR**

Councillor H. McGuigan (Convener) presided.

### **IN ATTENDANCE**

The Chief Committee Services Officer, Head of Social Work Development, Head of Social Resources, Head of Social Work Services, Principal Officer (Planning and Development), Principal Officer (Registration and Inspection) and Senior Accountant.

### **APOLOGIES**

Councillor Selfridge, Vice-Convener, Councillors Gordon, Homer, Lafferty, McCabe, McElroy, Saunders and Shaw

### **MINUTES OF MEETINGS OF SUB-COMMITTEES**

1. There were submitted the Minutes of the meetings of the Social Work (Planning and Administration) Sub-Committee held on 8 August 2000 and the Social Work (Operations and Services) Sub-Committee held on 15 August 2000.

**Decided:** that the terms of the minutes be approved.

### **MODERNISING COMMUNITY CARE - UPDATE REPORT**

2. With reference to paragraph 18 of the Minute of the meeting of this Committee held on 7 March 2000 when (1) the progress made toward implementing the Action Plan for Modernising Community Care was noted, and (2) it was agreed that further progress reports on modernising community care be submitted to future meetings of the Committee, there was submitted a report (docketed) dated 9 August 2000 by Director of Social Work (a) setting out in the Appendix to the report the priority areas for development and the progress made to date; (b) intimating that a Multi-Agency Officer Sub-Group had been established to provide a framework within which individual project teams would work in defined areas of activity, and (c) indicating that the Modernising Government Bid submitted by Lanarkshire Health Board on behalf of the joint planning partners to the Scottish Executive had been approved for consideration with other bids submitted by Health Boards as a joint single bid to be prepared for the final round of consideration.

**Decided:**

- (1) that the progress made towards implementing the Action Plan for Modernising Community Care be noted, and

- (2) that the terms of the report be otherwise noted.

**JOINT COMMUNITY CARE PLAN 1998-2001: SECOND ANNUAL REVIEW**

3. With reference to paragraph 19 of the Minute of the meeting of this Committee held on 23 November 1999 when the outcome of the consultation exercise and subsequent issue of the North Lanarkshire Joint Community Care Plan and Accommodation Strategy was noted, there was submitted a report (docketed) dated 3 August 2000 by the Director of Social Work (1) advising that the Scottish Executive required new additional information for the second Annual Review of the plan; (2) seeking approval to issue the plan for a period of consultation and agree associated costs of publication; (3) outlining the background to the guidance on preparation and publication of Community Care Plans and the framework for annually reviewing Joint Community Care Plans; (4) enclosing as an Appendix to the report the draft Review of the North Lanarkshire Community Care Plan and Accommodation Strategy; (5) proposing that the final document be prepared in similar format to the first review of the plan, and (6) informing that the approximate costs of printing and publishing of £1000 would be shared equally among this Council, Lanarkshire Health Board and Scottish Homes.

**Decided:**

- (1) that the second Annual Review of the North Lanarkshire Joint Community Care Plan and Accommodation Strategy be issued for a period of consultation;
- (2) that the cost of printing and publishing the Review of the North Lanarkshire Joint Community Care Plan and Accommodation Strategy be approved, and
- (3) that the contents of the report be otherwise noted.

**A DRAFT CARERS STRATEGY FOR NORTH LANARKSHIRE**

4. With reference to paragraph 12 of the Minute of the meeting of this Committee held on 25 January 2000 when, inter alia, the proposals to establish a Carers Network in North Lanarkshire were approved, there was submitted a report (docketed) dated 31 July 2000 by Director of Social Work seeking approval to issue a draft Strategy for Carers in North Lanarkshire for a period of consultation (1) outlining the national priorities for the Scottish Executive's Strategy for Carers in Scotland; (2) intimating that North Lanarkshire had received an additional £305,500 which, following consultation with representatives of carers organisations had been allocated, and (3) proposing that the strategy be issued for a period of 2 months for consultation.

**Decided:**

- (1) that the draft Strategy for Carers in North Lanarkshire be issued for a period of two months for consultation, and
- (2) that the report be remitted to the Education and Housing and Property Services Committees for their interest.

**SCOTTISH EXECUTIVE: DISABILITY RIGHTS TASK FORCE REPORT**

5. With reference to paragraph 11 of the Minutes of the meeting of this Committee held on 6 June 2000 when, inter alia, it was agreed that the Director of Social Work in consultation with the Convener prepare a response to the Scottish Executive Consultation on the recommendations of the Disability Rights Task Force and submit a further report thereon to a future meeting of the Committee, there was submitted a report dated 31 July 2000 by the Director of Social Work (1) outlining the
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background to the consultation paper, and (2) setting out in the Appendix to the report the Council's response to the consultation on the recommendations of the Disability Rights Task Force.

**Decided:** that the action taken by the Director of Social Work to submit the Council's comments to the Scottish Executive in response to the consultation on the recommendations of the Disability Rights Task Force be homologated.

#### **DEVELOPMENT OF RESPITE CARE SERVICES FOR CHILDREN AND ADULTS WITH DISABILITIES IN NORTH LANARKSHIRE**

6. There was submitted a report (docketed) dated 2 August 2000 by Director of Social Work regarding the development of Respite Care Services for Children and Adults with Disabilities in North Lanarkshire (1) outlining the background to guidance to local authorities on the provision of respite care; (2) setting out in Section 3 of the report the current provision of residential respite care and support services to carers in North Lanarkshire; (3) detailing the issues relating to the increased demand for respite care and other forms of support to carers; (4) intimating that despite the level of increased investment in residential respite care services the current service provision did not provide for the essential components; (5) highlighting the concerns raised by the voluntary organisation Parental Help for Evenings and Weekends (PHEW), relating to the constraints imposed by the nature of buildings from which they deliver respite care services, and (6) recommending that the Pyramid site in Motherwell be donated to PHEW for the purpose of building a new Respite and Carers Centre as a centre of excellence in the event of capital funding being secured through Lottery funding.

**Decided:** that the matter be remitted to the Housing and Property Services Committee recommending that the Director of Housing and Property Services explore the feasibility of donating the Pyramid site in Motherwell to PHEW with a view to building a new Respite and Carers Centre of Excellence.

#### **INTRODUCTION OF THE SOCIAL WORK 2000 CHARTER**

7. There was submitted a report (docketed) dated 7 July 2000 by the Director of Social Work regarding the introduction of the Social Work 2000 Charter designed to inform the public of the purpose and nature of Social Work which would work in parallel with the Social Work Customer Service Charter which outlined the service standards to be expected by Social Work service users.

**Decided:**

- (1) that the introduction of the Social Work 2000 Charter be approved, and
- (2) that the report be remitted to the Policy and Resources Committee for their interest.

#### **LANARKSHIRE CRIMINAL JUSTICE GROUPING**

8. **C** With reference to paragraph 16 of the Minute of the meeting of this Committee held on 25 January 2000 when, *inter alia*, it was noted that the Scottish Executive Minister for Justice had indicated that criminal justice services would remain within local authority control but the provision of services would be required to be delivered through groupings of authorities, there was submitted a report (docketed) dated 26 July 2000 by the Director of Social Work regarding the development of the Social Work Criminal Justice Grouping for North Lanarkshire and seeking approval of the management proposals for the future delivery of criminal justice services in Lanarkshire (1) outlining the principles for the delivery of Social Work services by North and South Lanarkshire Councils; (2) proposing that each local authority retain responsibility for the management of its own

assessment and care management criminal justice service; (3) setting out the proposed arrangements for the delivery of support services, court services, supervised attendance, community service and groupwork services; (4) indicating that the core element to the reporting arrangements would be the establishment of a joint advisory group comprising of elected Members and officials from each authority and representatives of other criminal justice agencies and the voluntary sector, and (5) recommending the continuation of existing joint planning arrangements for the development of services such as supported accommodation, addiction, young people at risk, bail, sex offenders, mentally disordered offenders, groupwork, training and staff development.

**Decided:**

- (1) that the proposals for the management and reporting of criminal justice services for the Lanarkshire Criminal Justice Grouping be approved;
- (2) that the Director of Social Work be authorised to submit the management and reporting proposals for criminal justice services to the Scottish Executive, and
- (3) that the proposals for the establishment of a Joint Advisory Group be submitted to a future meeting of the Committee.

**SCOTTISH EXECUTIVE ANNUAL REPORT - VISIT TO NORTH LANARKSHIRE**

9. With reference to paragraph 18 of the Minute of the meeting of this Committee held on 6 June 2000 when the visit to North Lanarkshire Council's Social Work services by the Scottish Executive was noted, there was submitted a report (docketed) dated 13 July 2000 by the Director of Social Work providing details of the Scottish Executive annual report visit to North Lanarkshire Social Work services (1) outlining (a) the discussion points which the Scottish Executive had raised with all local authorities, and (b) the specific issues raised in respect of North Lanarkshire; (2) setting out (a) the format of the visit; (b) the areas of service provision covered, and (c) the locations visited by the reporting team, and (3) intimating that on completion of the local authority visits, a report would be presented to the Scottish Parliament in October 2000.

**Decided:**

- (1) that the terms of the report be noted, and
- (2) that the Director of Social Work submit a report to a future meeting of the Committee on the findings of the Social Work Services Inspectorate annual visit report to North Lanarkshire Social Work Services.

**A POLICY POSITION STATEMENT "THE WAY FORWARD FOR CARE"**

10. With reference to paragraph 10 of the Minute of the meeting of this Committee held on 7 March 2000 when the Council's comments to the Scottish Executive consultation paper on Regulating Care and the Social Work Services Work Force were endorsed, there was submitted a report (docketed) dated August 2000 by the Director of Social Work regarding a further consultation paper issued by the Scottish Executive which outlined a range of proposals for modernising the regulation of care and early years services to ensure the competency of the Social Work services workforce (1) advising that a separate report would be submitted to a future meeting of the Committee on the regulation of the work force; (2) detailing the main areas covered by the policy statement for the Scottish Commission for Regulation of Care; (3) providing details of the Commission's proposals with regard to registration, inspection, enforcement and appeals and other duties of the Commission; (4) intimating that North Lanarkshire could offer an ideal location for the proposed Scottish Commission

for Regulation of Care, in line with the Scottish Executive's commitment, to the dispersal of government agencies across the country, and (5) setting out the Council's comments to the Scottish Executive consultation paper entitled "The Way Forward for Care".

**Decided:**

- (1) that the terms of the report be noted;
- (2) that the Directors of Finance and Social Work monitor the funding implications arising from the proposed changes to the Regulation of Care;
- (3) that the Director of Social Work submit a report to a future meeting of the Committee on the proposed operations of the Scottish Commission for Regulation of Care, and
- (4) that the report be remitted to the Economic Development Committee to take forward the Council's bid for the Scottish Commission for Regulation of Care to be located in North Lanarkshire.

**NORTH LANARKSHIRE COUNCIL REGISTRATION AND INSPECTION UNIT: ANNUAL REPORT  
1 APRIL 1999 - 31 MARCH 2000**

11. There was submitted a report (docketed) dated August 2000 by the Director of Social Work (1) setting out in Appendix 1 the annual report by the inspection unit on registration and inspection of residential and day care establishments for 1999/2000; (2) summarising in Section 3 of the report the main findings of the report, and (3) advising that the issues relating to future standards in local authority residential services were being reviewed by a Member/Officer Working Group looking at homes for the future.

**Decided:**

- (1) that the findings and actions set out in the annual report on North Lanarkshire Council's registration and inspection unit be endorsed, and
- (2) that approval be given for the wider circulation of the North Lanarkshire Council Registration and Inspection Unit Annual Report 1 April 1999 to 31 March 2000.

**LAY PERSONS INVOLVEMENT IN INSPECTION**

12. With reference to paragraph 4 of the Minute of the meeting of the Social Work (Planning and Administration) Sub-Committee held on 11 August 1998 when approval was given in principle for the involvement of lay persons in the arms length inspection process, subject to the necessary resources being made available, there was submitted a report (docketed) dated 10 August 2000 by the Director of Social Work regarding the findings by Glasgow University on research undertaken into the use of lay persons on inspection in North Lanarkshire (1) outlining the background to the inclusion of lay persons on inspection; (2) intimating that the research had been undertaken to ensure the openness and transparency of the inspection process, improve the level of user contact on inspections and increase the input of users views in inspection reports; (3) enclosing in Appendix 1 to the report a summary of the conclusions and recommendations of the research; (4) advising that the four current lay persons would continue for a further period of one year; (5) setting out proposals for future use of lay persons on inspection, and (6) recommending that lay persons be provided with allowances of £25 per inspection plus travel costs set at the current car mileage rates paid by the Council at an estimated annual cost of £2,500.

**Decided:**

- (1) that the continued use of lay persons on inspection be approved, and
- (2) that the proposed changes to arrangements for use of lay persons on inspection be endorsed.

**REVIEW OF TRANSPORT**

13. With reference to paragraph 15 of the Minute of the meeting of this Committee held on 23 November 1999 when it was agreed that the Director of Social Work would submit a report on the outcome of the Departmental review undertaken to identify the reasons for variances in the budgetary position relating to transport, to a future meeting of the Committee, there was submitted a report (docketed) dated 25 July 2000 by the Director of Social Work reviewing transport services used by the Social Work Department and the anticipated savings on future plans for improving efficiency of transport services (1) outlining the use of transport in the Department which is split into three main headings, client transport, staff transport and transport of materials and equipment which totalled £1,955,464; (2) setting out the process of the review and the areas which had been reviewed; (3) detailing the revised costings for 2000/2001 following the review which had anticipated savings of £98,246, and (4) advising of a number of key areas which had been highlighted in the review as requiring further work.

**Decided:** that the progress of the review of transport services used by the Social Work Department and the areas highlighted in the review which required further work be noted.

**BUDGET MONITORING REPORT FOR THE SOCIAL WORK DEPARTMENT AND SHELTERED EMPLOYMENT - 1 APRIL 1999 TO 31 MARCH 2000 - OUTTURN REPORT**

14. There was submitted a report dated 30 July 2000 by the Director of Social Work detailing the outturn expenditure for the financial year 1999/2000 for the Department of Social Work and Sheltered Employment and providing a comparison of actual expenditure and income with the approved budget with explanations of the most significant variances.

**Decided:** that the terms of the report be noted.

**REVENUE ESTIMATES 2000/2001 - FINANCIAL MONITORING STATEMENT FOR THE SOCIAL WORK DEPARTMENT AND SHELTERED EMPLOYMENT - 1 APRIL TO 25 JUNE 2000**

15. There were submitted reports dated 30 July 2000 by the Director of Social Work advising of Department spending levels for the Department of Social Work and Sheltered Employment for the period from 1 April to 25 June 2000 and providing a comparison with the approved budget.

**Decided:** that the terms of the reports be noted.

**COMPOSITE CAPITAL PROGRAMME 2000/2001 MONITORING REPORT FOR THE SOCIAL WORK DEPARTMENT - 1 APRIL TO 25 JUNE 2000**

16. With reference to paragraph 3 of the Minute of the meeting of this Committee held on 6 June 2000 when the Capital Programme for New Works totalling £577,000 for 2000/2001 was approved, there
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was submitted a report dated 9 August 2000 by the Director of Social Work (1) indicating the progress being made on the individual projects included in the Capital Programme as at 25 June 2000; (2) advising that the Capital Programme for 2000/2001 included £380,000 for work started in the previous year which will incur expenditure in the current financial year, and (3) intimating that expenditure and commitment against the approved budget amounted to £82,140 to date as detailed in Appendix 1 to the report.

**Decided:** that the progress of the Capital Programme for the Social Work Department as at 25 June 2000 be noted.

### **COMPLAINT STATUS REPORT: PERIOD 1 APRIL 1999 TO 31 MARCH 2000**

17. There was submitted a report (docketed) dated 10 August 2000 by the Director of Social Work regarding the performance of the Social Work Department in receiving, investigating and addressing formal complaints during the period from 1 April 1999 to 31 March 2000 (1) indicating that the number of complaints received represented 0.6% of the total number of people receiving a Social work service; (2) detailing the improvements to the procedures for handling complaints; (3) intimating in Appendix 1 to the report numbers, locations and nature of complaints which were addressed and the outcome of each complaint, and (4) advising that Operational Managers were expected to identify whether there was a need for local or authority wide remedial action to be taken where complaints were upheld.

**Decided:** that the terms of the report be noted.

### **CUSTOMER SERVICE: SOCIAL WORK PERFORMANCE FOR QUARTER 1 - APRIL TO JUNE 2000**

18. There was submitted a report (docketed) dated 26 July 2000 by the Director of Social Work providing information on the performance standards of the Social Work Department (1) advising that these standards established a base line against which future performance of the Department could be measured, and (2) intimating the process undertaken and proposed for collecting the necessary information from service users.

**Decided:** that the performance of the Social Work Department in relation to the measures contained in the Corporate Service Charter and the steps taken to improve performance standards, where required, be noted.

### **BEST VALUE REVIEW OF CHILDREN'S RESIDENTIAL UNITS**

19. With reference to paragraph 1 of the Minute of the meeting of this Committee held on 24 August 1999 when the contents of the service review of residential accommodation for children was noted, there was submitted a report (docketed) dated 2 August 2000 by the Director of Social Work regarding progress made on action points identified in the Best Value Review of Children's Services which related to the Residential Units at Pine Court, Cumbernauld; Leslie Street, Motherwell; Torrance Avenue, Airdrie; Cecil Street, Coatbridge and Mitchell Street, Airdrie.

**Decided:** that the terms of the report be noted.

**ABSENCE MANAGEMENT STATISTICS - JANUARY TO MARCH 2000**

20. With reference to paragraph 19 of the Minute of the meeting of the Personnel Services Committee held on 3 December 1998, when it had been agreed, *inter alia*, that each Department of the Council when providing statistics for absence monitoring provide a commentary detailing the breakdown of the figures to enable effective monitoring to be carried out, there was submitted a report dated 4 May 2000 by the Head of Personnel Services providing absence statistics, together with a commentary detailing the breakdown of figures within Departments of the Council for the period from January to March 2000 for manual and craft employees, non-manual staff and teachers.

**Decided:** that the terms of the report be noted.

**CONFERENCES**

21. There were considered invitations from:-

- (1) Kibble Education and Care Centre to attend a conference entitled "Throughcare to Employment" held in Renfrew on 21 June 2000;
- (2) COSLA to attend a conference entitled "Aids and Adaptations – A Person Centred Approach" held in Edinburgh on 29 June 2000;
- (3) The Health Service Journal to attend a conference entitled "Law, Government and the Health Service" to be held in London on 11-12 September 2000;
- (4) The Scottish Association for the Study of Delinquency to attend a conference entitled "Criminal Justice in Scotland" to be held in Dunblane from 17 to 19 November 2000.

**Decided:**

- (1) that the attendance of Councillors Shields and Sullivan at the "Aids and Adaptations – A Person Centred Approach" conference held in Edinburgh on 29 June 2000 be homologated;
- (2) that the attendance of two members at the "Criminal Justice in Scotland" conference to be held in Dunblane from 17 to 19 November 2000 be approved, and
- (3) that no attendance at the two other conferences be authorised.

**CONFERENCE : CHILDREN, YOUNG PEOPLE AND MONEY**

22. With reference to paragraph 21 of the Minute of the meeting of this Committee held on 18 April 2000 when it had been agreed that there be no attendance at the conference entitled "Children, Young People and Money" to be held on in Dunblane on 2-3 November 2000 the Committee on the motion of the Convener agreed in terms of Standing Order No 48 that Standing Order No 29 be suspended to permit further consideration of the matter.

**Decided:** that Councillor H. McGuigan, Convener and Councillor Sullivan, Vice-Convener be authorised to attend the "Children, Young People and Money" conference to be held in Dunblane on 2-3 November 2000.