

NORTH LANARKSHIRE COUNCIL

REPORT

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| TO: Social Work Committee | Subject: SERVICE PLAN MONITORING - QUARTERLY REPORT |
| FROM: Jim Dickie Director of Social Work | |
| DATE OF COMMITTEE: 21st November 2000 | |
| REPORT AUTHOR: Brian McAteer | |
| REF: | |

1 PURPOSE OF REPORT

- 1.1 This report advises members on progress on the implementation of the Social Work Service Plan for 2000-2003.

2 PROGRESS ON KEY DEVELOPMENT TASKS

- 2.1 The Social Work Department Service Plan 2000-2002 identified a number of key tasks for action in year 2000-2003. The key tasks are listed on page 15 of the Service Plan. 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.

K Somers

PP

Jim Dickie
Director of Social Work
13 November 2000

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Aim 1: Protect and care for vulnerable people and promote community safety.

| Action Plan: Key Tasks | Timescale | Progress achieved |
|--|------------------|--|
| Joint social work/housing/health action plans to improve support for high risk young people. | 2000-2001. | Established Youth Emotional Wellbeing Project (YEW), funded through the Primary Care Development Fund, to develop needs led services to children who experience mental and physical health problems, and to train staff to respond to mental health needs. Involves Social Work, Health and Housing. Working alongside Housing in developing Pilot Project, based in Coatbridge, providing intensive support for young people at risk of becoming rough sleepers. |
| Closely monitor risk assessments. | 2000-2003. | Priority given to monitoring and management of criminal justice risk assessment. External monitoring by Principal Officer/Head of Service. |

Aim 2: Respect people's dignity and individuality.

| Action Plan: Key Tasks | Timescale | Progress achieved |
|------------------------------------|------------------|--|
| Improve joint assessments of need. | 2000-2002. | Implemented improved Assessment and Care Management module of Social Work Information System. This can include information from health and housing needs assessment. Established Intensive Homecare Scheme with joint assessment and service delivery, and the use of integrated care records. Resource Network for people with mental health problems in process of being developed in Cumbernauld and Kilsyth. This includes joint approaches to assessment, care management and resource deployment. Joint Officer/Member Working Group on Equipment and Adaptations has made proposals for single assessment. |

Aim 3: Improve people's control over their own lives.

| Action Plan: Key Tasks | Timescale | Progress achieved |
|---|------------------|---|
| An advocacy initiative for people with mental health illness. | 2000-2001. | Commissioning of independent advocacy provider for mental illness in progress. The service is expected to commence in early 2001. |
| An advocacy initiative for people with dementia. | 2000-2001. | Commissioning of independent advocacy provider for dementia in progress. The service is expected to commence in early 2001. |
| Extend the programme of public information. | 2000-2003. | <p>Provision of information on community care services has continued to develop. Now available in leaflet form in the main ethnic minority languages:- Chinese, Hindi, Punjabi and Urdu.</p> <p>Information pack, leaflets and regular newsletter detailing services provided from Merrystone Care Base have been produced.</p> |

Aim 4: High quality care in people's own homes or a homely environment.

| Action Plan: Key Tasks | Timescale | Progress achieved |
|---|------------------|--|
| Increase numbers of older people receiving complex packages of care delivered jointly with the Health Service by at least 30% per year. | 2000-2003. | Intensive Home Support Project established. The project is a collaborative initiative between Social Work Department, Lanarkshire Primary Health Care Trust and Lanarkshire Health Board, providing services to 30 people in the first year. |
| Increase out of hours support in home care services by 10% per year. | 2000-2003. | Out of Hours Home Support Service established, based at Merrystone Care Base, to benefit users, carers and home support workers by providing a 24 hour support service. |
| Increase number of people in supported living by 20 per year. | 2000-2003. | An additional 20 tenancies with individualised support in dispersed housing have been established in the last year. |
| Increase community day supports for young people with complex needs with a target of 6 people in the first year. | 2000-2001. | 6 school leavers with complex needs have accessed community day supports in the current year. |
| Review residential services for older people. | 2000-2001. | "Homes for the Future" - a Member Officer Working Group set up to carry out a major review of North Lanarkshire Council's own residential care provision. Final report due for submission to Social Work Committee. |
| Review equipment and adaptations provision for people with physical disabilities. | 2000-2001. | Joint Officer/Member Group set up, with participation of users and carers, to improve access to household equipment and home adaptations. Report now complete and due for submission to Social Work Committee. |

Aim 5: Promote social inclusion.

| Action Plan: Key Tasks | Timescale | Progress achieved |
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| Support the development of a North Lanarkshire Community Care Forum, in partnership with voluntary sector. | 2000-2001. | Funded North Lanarkshire development worker post in Lanarkshire Community Care Forum, resulting in a range of stakeholder events. |
| Increase numbers of people in supported employment by at least 10% per year. | 2000-2003. | Expanded supported employment projects; now supporting over 20 people with disabilities in employment. 4 additional job coaches are now in place to support more posts North Lanarkshire wide. |
| Improve addiction services including increased support to offenders with substance misuse problems. | 2000-2002. | <p>Research currently being undertaken by Stirling University on behalf of North and South Lanarkshire to inform development of services for offenders with substance misuse problems. Completion due January 2001.</p> <p>Completed pilot study in Motherwell to evaluate a partnership approach to the delivery of substance misuse services, including referral arrangements, common assessments and cross working. Report made to sub group of Lanarkshire Drug Action Team.</p> |

Aim 6: Partnership working (To be promoted in achieving all key tasks).

| Action Plan: Key Tasks | Timescale | Progress achieved |
|--|------------|---|
| Implement "Modernising Community Care" and develop joint strategies with the Health Service. | 2000-2003. | As part of Modernising Community Care agenda, key stakeholders in Lanarkshire made a partnership bid for Modernising Government monies to develop shared information systems and assessments. Outcome of bid is awaited. |
| Develop services through Strategic Framework for Children's Services. | 2000-2003. | Children's Services Development Fund has been used to: <ul style="list-style-type: none"> • Create standardised enhanced fostering allowances. • Help support care leavers through Section 29 payments. • Develop more supported carers. |
| Strengthen supported employment partnership across all agencies. | 2000-2001. | Strengthened relationship with existing Supported Employment partners, particularly Employment Service and Scottish Enterprise Lanarkshire. Brought new partners on board, ie Lanarkshire Careers Service and Community Enterprise in Strathclyde. Reviewed working and effectiveness of partnership, facilitated by National Development Team. |

Aim 7: Achieving best value.

| Action Plan: Key Tasks | Timescale | Progress achieved |
|---|------------|---|
| Best value review - home care services. | 2000-2001. | Participation underway in national benchmarking through Audit Scotland study. |