

NORTH LANARKSHIRE COUNCIL

REPORT

TO: Social Work Committee	Subject: SERVICE PLAN MONITORING - QUARTERLY REPORT
FROM: Jim Dickie Director of Social Work	
DATE OF COMMITTEE: 24th May 2001	
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 2000-2003 identified a number of key tasks for action in the years 2000-2003. The key tasks are listed on page 15 of the Service Plan. Progress on implementation is provided in detail in Appendix 1.

3 RECOMMENDATIONS

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

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**Jim Dickie
Director of Social Work
17 May 2001**

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Protect and care for vulnerable people and promote community safety.

Plan: Key Tasks	Timescale	Progress achieved
al work/housing/health ns to improve support for young people.	2000-2001.	Established Youth Emotional Wellbeing Project (YEW), funded through the Prim Development Fund, to develop needs led services to children who experience me physical health problems, and to train staff to respond to mental health needs. In Social Work, Health and Housing. Joint funding agreed for second year. Working alongside Housing in developing Pilot Project, based in Coatbridge, pr intensive support for six young people at risk of becoming rough sleepers.
onitor risk assessments.	2000-2003.	Priority given to monitoring and management of criminal justice risk assessment monitoring by Principal Officer/Head of Service.

Respect people's dignity and individuality.

Plan: Key Tasks	Timescale	Progress achieved
oint assessments of need.	2000-2002.	The Assessment and Care Management Module of the Social Work Information operational within community care. There are over 6,500 service user assessment care plans in the system, which also administers reviews for these service users. Established Intensive Homecare Scheme with joint assessment and service deliv the use of integrated care records. This currently provides services to around 60 Resource Network for people with mental health problems has been developed i Cumbernauld and Kilsyth. This involves joint approaches to assessment, care ma and resource deployment. New Resource Networks in each of the Local Health C Co-operative areas will be established, beginning with Wishaw/Shotts, which is at the design stage.

Improve people's control over their own lives.

n Plan: Key Tasks	Timescale	Progress achieved
acy initiative for people al health illness.	2000-2001.	An independent provider - Equals - was commissioned to provide advocacy for p with mental health problems, including dementia, commencing April 2001.
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on.		<p>Provision of information on community care services has continued to develop. available in leaflet form in the main ethnic minority languages:- Chinese, Hindi, and Urdu.</p> <p>Information pack, leaflets and regular newsletter detailing services provided from Merrystone Care Base have been produced.</p> <p>A Customer Service Charter which states clearly what service users and carers c from the Department is in production.</p> <p>An update of the options directory of residential and nursing care homes is in pro to be accompanied by individual leaflets for North Lanarkshire's residential care</p>

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

Plan: Key Tasks	Timescale	Progress achieved
Numbers of older people receiving complex packages of care jointly with the Health Board 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 over 40 people in the first year, and over 50 in the second year.
Out of hours support in home care services by 10% per year.	2000-2003.	In 2000-2001, the number of home care hours for clients aged 65 years and over out of hours (i.e. between 7pm and 7am) was 229,000. The equivalent figure for 1999-2000 was 152,000. The increase of 77,000 equates to 51%.
Number of people in their own homes living by 20 per year.	2000-2003.	Over 60 people with learning disabilities now live in their own home - with support from the community. This has increased from 40 in the previous year.
Community day supports for people with complex needs in a target of 6 people per year.	2000-2001.	Six young people with severe learning disability are being supported through the community, without the need to access day centre facilities.
Residential services for older people.	2000-2001.	"A Home for the Future" - a Member/Officer Working Group - carried out a major review of North Lanarkshire Council's own residential care provision and the accommodation needs of older people. An implementation plan based on the recommendations of the group was agreed by committee in March.
Equipment and adaptations for people with physical disabilities.	2000-2001.	A Member/Officer Group working group carried out a major review of access to household equipment and home adaptations, with the participation of users and carers. An implementation plan based on the recommendations of the group was agreed by committee in March.

Promote social inclusion.

n Plan: Key Tasks	Timescale	Progress achieved
The development of a North Lanarkshire Community Care partnership with the voluntary sector.	2000-2001.	Funded North Lanarkshire development worker post in Lanarkshire Community Care Forum, resulting in a range of stakeholder events. Gave financial and partnership support to the Forum to plan and undertake the consultation process for the Joint Community Plan.
Increase the numbers of people in employment by at least 4000 per year.	2000-2003.	40 people with disabilities have been supported in real jobs across a wide range of sectors ranging from factory work to clerical jobs. Corporate job placement scheme approved, subject to final details for implementation.
Increase addiction services and increased support to people with substance misuse.	2000-2002.	<p>Research currently being undertaken by Stirling University on behalf of North Lanarkshire to inform development of services for offenders with substance misuse problems.</p> <p>A pilot study to evaluate a partnership approach to the delivery of substance misuse services, including referral arrangements, common assessments and cross working has been completed, and a joint referral and assessment tool has been developed to be used by health and social work partners. This will be implemented in June 2001. A training programme will be agreed and guidance notes for GPs will be issued by Drug Action Team.</p>

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

Plan: Key Tasks	Timescale	Progress achieved
at "Modernising Community Care" and develop joint with the Health Service.	2000-2003.	As part of Modernising Community Care agenda, key stakeholders in Lanarkshire successful partnership bid for Modernising Government monies to develop shared information systems and assessments. Targets agreed for implementation.
Services through Strategic Plan 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. Measures to recruit more supported carers have been undertaken.
in supported employment across all agencies.	2000-2001.	The supported employment partnership has been developed further by the introduction of new partners - the Careers Service and Community Enterprise in Strathclyde - and the establishment of working sub groups of partner members addressing specific issues. The working and effectiveness of the partnership has been reviewed - facilitated by the National Development Team.

n Plan: Key Tasks	Timescale	Progress achieved
e review - home care	2000-2001.	<p>Community Alarms: Best Value Service Review completed and approved by Co</p> <p>Community Meals and Day Services for the Elderly: Best Value Service Review completed and being reported to Committee in May 2001.</p> <p>Home Care Services for all Community Care Groups: Best Value Service Review undertaken in conjunction with Audit Scotland; to be reported to Committee when Scotland study Completed.</p>