

REPORT

To: SOCIAL WORK COMMITTEE	Subject: SOCIAL WORK SERVICE PLAN – 2001-2002 – QUARTERLY MONITORING REPORT	
From: DIRECTOR OF SOCIAL WORK		
Date: 23 August 2001	Ref: JD/SM/DH	

**1. PURPOSE OF REPORT / INTRODUCTION**

- 1.1. This report advises Members on the progress made in the implementation of the Social Work Service Plan in the first quarter of 2001/2002.

**2. BACKGROUND**

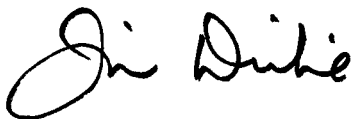
- 2.1. Social Work Committee approved the final and full version of the Social Work Service Plan for 2001/2002 in May 2001.

**3. PROGRESS ON KEY ACTIONS**

- 3.1. 39 key tasks were identified in the Social Work Service Plan for 2001/2002. 10 of these were identified as priority tasks.
- 3.2. Appendix 1 provides the detail of the progress made for the 39 key tasks which are to be undertaken in the course of the year. It will be noted that 10 of these tasks have been highlighted as being priority tasks.

**4. RECOMMENDATIONS**

- 4.1. Committee is asked to note the progress made in respect of the key actions as described in the Appendices attached to this report.



**Jim Dickie**  
**Director of Social Work**  
**26 June 2001**

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**Service Plan Key Tasks and Priority Tasks Quarterly Report: August 2001**

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APPENDIX 1**

Aim	Key Tasks	Responsibility	Timescale	Comments
<b>1. Protect and care for vulnerable people and promote community safety</b>	i. Publish and implement interagency procedures for the protection of vulnerable adults.	Community Care D.Mackay	June 2001	Draft Interagency Procedures out for consultation
	ii. Offer community alarms to all people older people aged over 65 years who feel vulnerable in their own homes.	Community Care J.Nisbet	March 2002	Procedures are now being circulated to all Area Teams and Care Groups  Expected to be on target.
<b>2. Respect people's dignity and individuality</b>	i. <b><i>Priority task</i></b> Extend with NHS partners single assessment for older people: in at least one area team/local health care co-operative by March 2002 extend to all areas by March 2003	Social Work Services D.Mackay	First phase by March 2002	Agreement reached with Acute and Primary Health care Trust in Lanarkshire Health Board Area to adopt SWIS 2001 as single assessment tool
	ii. Implement customer care initiative and service standards – all key staff trained by Dec 2001	Social Work /Resources J.Scott.	December 2001	All key staff now trained
	iii. Review reception services. Recommendations to Social Work Committee by October 2001	Social Work Services T.Sage	Implementation by March 2002	Report prepared for implementation of a Dedicated Reception Services team Dedicated senior social work posts were  Teams will start to be established late 2001. Protocols to be concluded on target.

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<b>3. Improve people's control over their own lives and the services they receive</b>	<b>i. <u>Priority task</u></b> <b>Make available to all service users in an appropriate format written details of :</b> <ul style="list-style-type: none"> <li>• assessments</li> <li>• care plans</li> <li>• subsequent reviews</li> </ul>	Social Work Services T.Sage	March 2002	Review of Assessment and Care Management procedures is currently being undertaken.  Training programs will be introduced to ensure universal implementation.  On Target (March 2002)
	ii. Increase number of people controlling own care arrangements through direct payments and Independent Living Fund – target of 30 people by March 2002	Social Work Development M.Dendy	March 2002	Target of 30 is on schedule for completion by March 2002. Currently 2/3rds completed.
	iii. Inform people about access to services by publishing information about criteria for nursing home/ residential care and equipment and adaptations, followed by a programme for other services	D.Mackay & J.Nisbet	First phase by October 2001	Public information leaflet on eligibility criteria for residential and nursing home care to be produced by October 2001.
	iv. Promote direct participation of representatives of community care service users in the work of the Social Work Committee	S.Mackay	From April 2001	Representatives from Lanarkshire Community Care Forum attend and actively participate in the Social Work Planning and Administration Sub Committee
	v. Monitor new advocacy initiatives (for people with mental illness and dementia) and report on numbers accessing advocacy	Social Work Development B.Miller	By March 2002	Staff in post, surgeries commenced and are being further developed both in community and hospital settings

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<b>4. Deliver high quality care in people's own homes or homely environments</b>	i. Increase numbers of older people receiving high support care packages by at least 30 per year	Community Care C.Clelland	By March 2002	On target for March 2002.
	ii. Increase number of people in supported living by 30 per year	Social Work Development M.Dendy B.Miller	By March 2002	On target for completion by March 2002
	iii. Implement training for carers as part of an agreed carers strategy	Community Care D.Mackay	By March 2002	Funds made available from the Scottish Executive to develop services for carers in 2000/01 was transferred to the Princess Royal Trust Carers' Centre to enable to training for careres.  Training program was set up during that year and planning is on target for a further course for autumn 2001  On Target
	iv. <b><i>Priority task</i></b> Implement action plans arising from Member Officer review of Equipment and Adaptation	Community Care D.Mackay	By March 2002	Work progressing on the Joint Store and Assessment and Information Centre opening in 2002/ 03.  Work to have the Mobile Unit is on target.
	v. <b><i>Priority task</i></b> Implement action plans arising from Member Officer review of Council residential services for older people	Community Care J.Nisbet	By March 2002	All of the actions started by March 2002.

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<p><b>4(cont.) Deliver high quality care in people's own homes or homely environments</b></p>	<p>vi. <b><i>Priority task</i></b>  <b>Revisit action plan for children's residential services with emphasis on improved staffing and training – to be overseen by a Member Officer Group</b></p>	<p>Child Care  S.Paterson</p>	<p>By March 2002</p>	<p>Member Officer group  Continues to meet service reviews is being under taken in conjunction with Scottish Institute of Residential Child Care  On target</p>
	<p>vii. Meet target of 30 discharges per year of people from learning disability NHS care to community settings</p>	<p>Social Work  Development  S.Mackay M.Dendy</p>	<p>By March 2002</p>	<p>On target for completion by March 2002</p>
	<p>viii. Reduce waiting times for community care services for older people following acute hospital treatment. Target 25 working days from referral</p>	<p>Community Care  J.Nisbet</p>	<p>From April 2001</p>	<p>A review of home from hospital services, the introduction of early supported discharge teams and the planned introduction of rapid response teams should see this task delivered within the present financial year</p>
	<p>ix. Develop and implement a revised policy for use of independent sector home care services to ensure high quality of contracted home care services</p>	<p>Social Work  Development  B.Miller</p>	<p>From April 2001</p>	<p>Framework for providing services is being prepared for consideration at Social Work Committee</p>
<p><b>5. Promote social justice and fair access to services</b></p>	<p>i. <b><i>Priority task</i></b>  <b>Carry out an income maximisation initiative to assist low income older people and other groups receiving services to increase their incomes. Initial target home care service users</b></p>	<p>Strategy  G.McInally</p>	<p>By October 2001</p>	<p>Income Maximisers have been employed within the Home-care service to assist clients in making claims for benefit in respect of: This is an on-going initiative</p>

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<p><b>5.(cont.) Promote social justice and fair access to services</b></p>	<p>ii. Increase numbers of disabled people in supported employment by at least 10 per year</p>	<p>Strategy G.McInally</p>	<p>By March 2002</p>	<p>To date 42 service users have been assisted into supported employment, 30 in the private sector and 12 in public sector.</p> <p>Vocational Profiles completed on a further 30 services users and suitable employment is being sought</p>
	<p>iii. <b><i>Priority task</i></b> <b>Publish and consult on an Information Action Plan to help people to access social work services</b></p>	<p>Resources J.Scott</p>	<p>By October 2001</p>	<p>On schedule to complete on time</p>
	<p>iv. In conjunction with other Council Departments and NHS agencies, promote access to appropriate services by people who have been misusing drugs and alcohol.</p>	<p>Strategy G.McInally</p>	<p>By March 2002</p>	<p>The Scottish Executive have recently allocated £420,000 additional monies to North Lanarkshire Council for drug rehabilitation services</p> <p>Funding will be used to employ 6 Rehabilitation Assistants and to support service users to seek employment where appropriate</p>
<p><b>6. Support staff to deliver effective and accountable services</b></p>	<p>i. Revise staff training needs and amend Social Work Training Plan in the light of Service Plan</p>	<p>Training</p>	<p>By September 2001</p>	<p>Consultation on training needs with managers will be undertaken to up date Departmental Training Plan</p>
	<p>ii. Train key staff in customer care initiative and service standards</p>	<p>Training</p>	<p>By December 2001</p>	<p>All key staff now trained</p>
	<p>iii. Retrain all staff engaged in manual handling in the latest techniques. Recruit 2 new Trainers for this purpose.</p>	<p>Training</p>	<p>Partial completion by March 2002</p>	<p>Training has now commenced.</p>

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<p><b>6. (cont.) Support staff to deliver effective and accountable services</b></p>	<p>iv. <b><i>Priority task</i></b>  <b>Introduce a Department wide Performance Management Framework from April 2000. Complete first round of self assessment and improvement action plans in all teams and sections</b></p>	<p>Social Work Development /Resources                      K.Somers/ J.Scott</p>	<p>By December 2001</p>	<p>Planned for autumn 2001</p>
	<p>v. Develop management reports for performance monitoring from the Assessment and Care Management Module of the Social Work Information Sytem (SWIS)</p>	<p>Social Work Resources                      R. Paul</p>	<p>By October 2001</p>	<p>Development programs prepared and being implemented</p>
	<p>vi. Roll out InformationTechnology network to all residential homes (followed by day centres)</p>	<p>Social Work Resources                      R. Paul &amp;                      R. Foreman</p>	<p>By December 2001</p>	<p>On schedule</p>
	<p>vii. <b><i>Priority task</i></b>  <b>Joint initiative with health to develop shared assessments and information system in a secure InformationTechnology environment (subject to successful Modernising Government bid)</b></p>	<p>Social Work Resources                      R. Paul</p>	<p>First phase by March 2002</p>	<p>On schedule</p>
	<p>viii. <b><i>Priority task</i></b>  <b>Introduce written quality standards and outcomes targets for community care services (followed by a programme for other services)</b></p>	<p>Social Work Services/                      Performance</p>	<p>First phase by December 2001</p>	<p>On schedule</p>
	<p>xi. Carry out strategic review of learning disability day services (Member Officer Group)</p>	<p>D.Mackay.</p>	<p>By March 2002</p>	<p>Draft review approved by Social Work Committee and nominations being sought for group.</p>