

To: SOCIAL WORK COMMITTEE		Subject: SOCIAL WORK SERVICE PLAN- 2001-2002 – QUARTERLY MONITORING REPORT
From: DIRECTOR OF SOCIAL WORK		
Date: 20 Dec 2001	Ref: JD/MM/EK	

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 second 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. PROPOSALS / CONSIDERATIONS

3.1. 32 key tasks were identified in the Social Work Service Plan for 2001/ 2002. 10 of which were identified as priority tasks.

3.2. Appendix 1 provides an update of the progress made for each of the tasks

4. RECOMMENDATIONS

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



Jim Dickie
Director of Social Work
15th November 2001

*For further information on this report please contact R.. Paul, Head of social Work Resources
 TEL: (01698 332023)*

Aim	Key Tasks	Responsibility	Timescale	Second Quarter
1. Protect and care for vulnerable people and promote community safety	i. Publish and implement interagency procedures for the protection of vulnerable adults.	Community Care D.Mackay	June 2001	Draft Procedures developed. Implementation scheduled for April 2002
	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	ALERT alarm system, being provided on a phased basis, 85+ yrs. first, commencing Dec. 2001 Approval being sought to purchase an additional 1250 Alarm Units increasing capacity to over 7000
2. Respect people's dignity and individuality	i. <i>Priority task</i> 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 B.Miller	First phase by March 2002	Agreement reached with Acute and Primary Trust in Lanarkshire NHS Board area, to adopt a single assessment tool. Pilot project in Airdrie Area and Modernizing Government Plans for electronic information sharing is being put in place.
	ii. Implement customer care initiative and service standards – all key staff trained by Dec 2001	Social Work /Resources J.Scott.	December 2001	Key Staff now trained managers to produce action plan for implementation.

Service Plan Key Tasks and Priority Tasks Quarterly Report: December 2001

DRAFT

Aim	Key Tasks	Responsibility	Timescale	Second Quarter
2.(cont.)Respect people's dignity and individuality	iii. Review reception services. Recommendations to Social Work Committee by October 2001	Social Work Services T.Sage	Implementation by March 2002	Staff to be interviewed on 4 th December 2001, Teams to be in place and operational by March 2002
3. Improve people's control over their own lives and the services they receive	i. <i>Priority task</i> Make available to all service users in an appropriate format written details of : <ul style="list-style-type: none"> • assessments • care plans • subsequent reviews 	Social Work Services T.Sage	March 2002	Review of Assessment and Care Management ongoing. On track for completion 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	Remains on target for completion by March 2002
	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 completed and being incorporated into a brochures document.
	iv. Promote direct participation of representatives of community care service users in the work of the Social Work Committee	S.Mackay	From April 2001	On going, participation now taking place.
	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	Initial review of Equals (Advocacy Service) suggests targets being met.

Service Plan Key Tasks and Priority Tasks Quarterly Report: December 2001

DRAFT

Aim	Key Tasks	Responsibility	Timescale	Second Quarter
<p>4. Deliver high quality care in people's own homes or homely environments</p>	<p>i. Increase numbers of older people receiving high support care packages by at least 30 per year</p>	<p>Community Care C.Clelland</p>	<p>By March 2002</p>	<p>Project on track for completion on target March 2002</p>
	<p>ii. Increase number of people in supported living by 30 per year</p>	<p>Social Work Development M.Dendy B.Miller</p>	<p>By March 2002</p>	<p>Project remains on target for March 2002</p>
	<p>iii. Implement training for carers as part of an agreed carers strategy</p>	<p>Community Care D.Mackay</p>	<p>By March 2002</p>	<p>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 training for careres. Training program continues to be delivered.</p>
	<p>iv. <i>Priority task</i> Implement action plans arising from Member Officer review of Equipment and Adaptation</p>	<p>Community Care D.Mackay</p>	<p>By March 2002</p>	<p>Working on the Joint Store, Mobile Unit and Assessment Information Centre opening in 2002/03.</p>
	<p>v. <i>Priority task</i> Implement action plans arising from Member Officer review of Council residential services for older people</p>	<p>Community Care J.Nisbet</p>	<p>By March 2002</p>	<p>Action Plans on target and reporting to Committee every cycle</p>

Service Plan Key Tasks and Priority Tasks Quarterly Report: December 2001

DRAFT

Aim	Key Tasks	Responsibility	Timescale	Second Quarter
<p>4.(cont.) Deliver high quality care in people's own homes or homely environments</p>	<p>vi. <i>Priority task</i> Revisit action plan for children's residential services with emphasis on improved staffing and training – to be overseen by a Member Officer Group</p>	<p>Child Care S.Devlin</p>	<p>By March 2002</p>	<p>Member Officer group continues to meet service reviews being undertaken 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>Project remains 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>Continues to be subject to close monitoring through multi agency forum. Overwhelming majority of assessments are meeting targets.</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 approved by Social Work Committee. Tendering process under way.</p>
<p>5. Promote social justice and fair access to services</p>	<p>i. <i>Priority task</i> 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</p>	<p>Strategy G.McInally</p>	<p>By October 2001</p>	<p>In period Jan-Nov. 2001 Income Maximisers have assisted 706 service users with benefit uptake. Additional weekly benefit of £34,416 has been claimed. Annual value of awards is £1,789,416</p>

Service Plan Key Tasks and Priority Tasks Quarterly Report: December 2001

DRAFT

Aim	Key Tasks	Responsibility	Timescale	Second Quarter
<p>5.(cont.) Promote social justice and fair access to services</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>Supported employment vocational profiles have been completed for 90 service users, further 21 ongoing. 46 people have been assisted into employment. 34 jobs in the private sector, 12 in the public sector , Job search ongoing for remaining 44 service users.</p>
	<p>iii. <i>Priority task</i> Publish and consult on an Information Action Plan to help people to access social work services</p>	<p>Resources J.Scott</p>	<p>By October 2001</p>	<p>Schedule has been revised for January 2002</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>4 Housing support workers 3 Addiction workers 6 Rehabilitation workers 1 Senior addiction worker Posts have been advertised and 174 applications received, interview lists being drawn up.</p>
<p>6. Support staff to deliver effective and accountable services</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 in progress Departmental Training plan will be updated when completed</p>
	<p>ii. Train key staff in customer care initiative and service standards</p>	<p>Training</p>	<p>By December 2001</p>	<p>Completed</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 and is on track to meet target.</p>

Service Plan Key Tasks and Priority Tasks Quarterly Report: December 2001

DRAFT

Aim	Key Tasks	Responsibility	Timescale	Second Quarter
6. (cont.) Support staff to deliver effective and accountable services	iv. <i>Priority task</i> 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	Social Work Development /Resources K.Somers/ J.Scott	By December 2001	Revised schedule for February / March 2002.
	v. Develop management reports for performance monitoring from the Assessment and Care Management Module of the Social Work Information Sytem (SWIS)	Social Work Resources R. Paul	By October 2001	Revised schedule for December 2001
	vi. Roll out InformationTechnology network to all residential homes (followed by day centres)	Social Work Resources R. Paul & R. Foreman	By December 2001	Now completed
	vii. <i>Priority task</i> Joint initiative with health to develop shared assessments and information system in a secure InformationTechnology environment (subject to successful Modernising Government bid)	Social Work Resources R. Paul	First phase by March 2002	On schedule for completion by March 2002
	viii. <i>Priority task</i> Introduce written quality standards and outcomes targets for community care services (followed by a programme for other services)	Social Work Services/ Performance	First phase by December 2001	Being progressed. Standards developed for Home Care include Task Document and targets for service provision. Other standards in progress.

Service Plan Key Tasks and Priority Tasks Quarterly Report: December 2001

DRAFT

Aim	Key Tasks	Responsibility	Timescale	Second Quarter
6. (cont.) Support staff to deliver effective and accountable services	xi. Carry out strategic review of learning disability day services (Member Officer Group)	D.Mackay.	By March 2002	Nominations now received. Group to commence in December 2001 /January 2002