

To: SOCIAL WORK COMMITTEE		Subject: SOCIAL WORK SERVICE PLAN- 2001-2002 – QUARTERLY MONITORING REPORT
From: DIRECTOR OF SOCIAL WORK		
Date: 9 <sup>th</sup> May 2002	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 fourth 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**  
 10<sup>th</sup> April, 2002

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## Key Tasks and Priority Tasks Quarterly Report: As at 31<sup>st</sup> March 2002

	Key Tasks	Responsibility	Timescale	Fourth Quarter
Community Care Promote safety	i. Publish and implement interagency procedures for the protection of vulnerable adults.	Community Care D.Mackay	June 2001 Revised April 2002	Consultation on draft Procedures: being substantially reviewed
	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	No waiting list for Community Alarm Capacity doubled in 2 Years. Target to stimulate new referrals, develop links with Health Screening Services for people 75 years plus.
Older people's	i. <b><i>Priority task</i></b> <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</b>	Social Work Services B.Miller	First phase by March 2002	First Phase partially achieved in Airdrie. Planning re rollout across North Lanarkshire
	ii. Implement customer care initiative and service standards – all key staff trained by Dec 2001	Social Work /Resources J.Scott.	December 2001	Completed

## Key Tasks and Priority Tasks Quarterly Report: As at 31<sup>st</sup> March 2002

	Key Tasks	Responsibility	Timescale	Fourth Quarter
ject ity and	iii. Review reception services. Recommendations to Social Work Committee by October 2001	Social Work Services T.Sage	Implementati on by March 2002	Operational by 1 <sup>st</sup> April 2002 now confirmed
people's their d the	i. <b>Priority task</b> Make available to all service users in an appropriate format written details of : <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	Initial introduction via Reception Services Community Care Complete ChildCare: Children in the Commu Complete Child Care: Accommodated end April2002 Child Care: Child Protection Summ 2002 Criminal Justice end May 2002
	ii. Increase number of people controlling own care arrangements through direct payments and Ind ependent Living Fund – target of 30 people by March 2002	Social Work Development M.Dendy	March 2002	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	S.Mackay & J.Nisbet	First phase by October 2001	Public Information leaflet has been drafted and is currently being app by the Primary Care Trust and Plai English Campaign

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<p><b>ove</b> <b>ontrol</b> <b>n lives</b> <b>ces</b></p>	iv. Promote direct participation of representatives of community care service users in the work of the Social Work Committee	S.Mackay	From April 2001	Completed (Representatives in attendance at Social Work Committee they attend and are involved in the working of 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	Monitoring and performance systems have been developed and are being refined at present.
<p><b>h</b> <b>n</b> <b>a</b> <b>mely</b></p>	Increase numbers of older people receiving high support care packages by at least 30 per year	Community Care C.Clelland	By March 2002	Completed by March, 2002
	ii. Increase number of people in supported living by 30 per year	Social Work Development M.Dendy B.Miller	By March 2002	Project on target for completion by March 2002. Mental Health planning arrangements are ongoing re the closures of Harthill Hospital. Supported living for those who need it in the community at present or on leaving hospital, can be provided

## Key Tasks and Priority Tasks Quarterly Report: As at 31<sup>st</sup> March 2002

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ver care in nely	iii. Implement training for carers as part of an agreed carers strategy	Community Care D.Mackay	By March 2002	Fully implemented
	<b>iv. <u>Priority task</u></b> Implement action plans arising from Member Officer review of Equipment and Adaptation	Community Care D.Mackay	By March 2002	Almost fully implemented, Joint Equipment Service manager appointed: Joint Service planned for April 2002, Mobile Unit Commissioning Delay due to construction issues
	<b>v. <u>Priority task</u></b> Implement action plans arising from Member Officer review of Council residential services for older people	Community Care J.Nisbet	By March 2002	Most Action Plan items concluded. Other items on target, but, have varying time scales.
	<b>vi. <u>Priority task</u></b> Revisit action plan for children's residential services with emphasis on improved staffing and training – to be overseen by a Member Officer Group	Child Care S.Devlin	By March 2002	Member Officer group continue meet service reviews being undertaken in conjunction with Scottish Institute of Residential Child Care. On target
	vii. Meet target of 30 discharges per year of people from learning disability NHS care to community settings	Social Work Development S.Mackay M.Dendy	By March 2002	On Target for completion by end March 2002.

## Key Tasks and Priority Tasks Quarterly Report: As at 31<sup>st</sup> March 2002

	Key Tasks	Responsibility	Timescale	Fourth Quarter
over care in nely	viii. Reduce waiting times for community care services for older people following acute hospital treatment. Target 25 working days from referral	Community Care J.Nisbet	From April 2001	Continues to be subject to close monitoring through multi agency forum. Overwhelming majority of assessments are meeting target timescales
	ix. Develop and implement a revised policy for use of independent sector home care services to ensure high quality of contracted home care services	Social Work Development B.Miller	From April 2001	Preferred provides approved at social work committee on 28 <sup>th</sup> February. Arrangements to use private providers are being drawn up.
ocial air r vices	i. <b><u>Priority task</u></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>	Strategy G.McInally	By October 2001	<ol style="list-style-type: none"> <li>1. Production of a Calendar for all 80's in NLC catchment area identified using HB/CTB records with information on contact points for council social work services <b>Distributed.</b></li> <li>2. Sending a birthday card and S to all people identified, using HB/CTB records, as reaching 2002 offering them a benefit check. <b>Ongoing.</b></li> <li>3. Sending Advice, information, a Pro-forma Claim Letter and Pensioners Guide to people, aged 60+ and identified from records having an income below the M figures. Distribution, awaiting responses, on going.</li> </ol>

## Key Tasks and Priority Tasks Quarterly Report: As at 31<sup>st</sup> March 2002

	Key Tasks	Responsibility	Timescale	Fourth Quarter
note and	ii. Increase numbers of disabled people in supported employment by at least 10 per year	Strategy G.McInally	By March 2002	47 people have been supported into employment. additional job coaching post established to roll out training employment program which will allow service users the opportunity to access employment within North Lanarkshire council  On target for completion end March 2002.
	iii. <b>Priority task</b> <b>Publish and consult on an Information Action Plan to help people to access social work services</b>	Resources J.Scott	By October 2001  Revised January 2002	Currently on going
	iv. In conjunction with other Council Departments and NHS agencies, promote access to appropriate services by people who have been misusing drugs and alcohol.	Strategy G.McInally	By March 2002	Housing support workers have been interviewed and take up post in March 2002. Interviews for other posts will take place and new personnel should be in post March/ April 2002
staff to ive and	i. Revise staff training needs and amend Social Work Training Plan in the light of Service Plan	Training	By September 2001	Completed.
	ii. Train key staff in customer care initiative and service standards	Training	By December 2001	Completed

## Key Tasks and Priority Tasks Quarterly Report: As at 31<sup>st</sup> March 2002

	Key Tasks	Responsibility	Timescale	Fourth Quarter
port r	iii. Retrain all staff engaged in manual handling in the latest techniques. Recruit 2 new Trainers for this purpose.	Training	Partial completion by March 2002	Completed
	<b>iv. <u>Priority task</u></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>	Social Work Development /Resources K.Somers/ J.Scott	By December 2001 Revised February/March 2002	On Target
	v. Develop management reports for performance monitoring from the Assessment and Care Management Module of the Social Work Information System (SWIS)	Social Work Resources R. Paul	By October 2001	Specification Phase now complete, passed to IT Services, who will produce work program
	vi. Roll out Information Technology network to all residential homes (followed by day centres)	Social Work Resources R. Paul & R. Foreman	By December 2001	Completed December 2001.
	<b>vii. <u>Priority task</u></b> <b>Joint initiative with health to develop shared assessments and information system in a secure Information Technology environment (subject to successful Modernising Government bid)</b>	Social Work Resources R. Paul	First phase by March 2002	Initial phase delayed for 5 weeks, completion due beginning May 2002



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	Key Tasks	Responsibility	Timescale	Fourth Quarter
port r	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>	Social Work Services/ Performance	First phase by December 2001	Liason with performance co-ordinator initiated. Scheduled for implimentation year 2002/03.
	xi. Carry out strategic review of learning disability day services (Member Officer Group)	D.Mackay.	By March 2002	First meeting of group scheduled for 8 <sup>th</sup> February, 2002. Now meeting monthly: erport to committee December 2002.