

To: SOCIAL WORK COMMITTEE		Subject: HOME SUPPORT SERVICES DEVELOPMENT PROPOSALS
From: DIRECTOR OF SOCIAL WORK		
Date: 19 DECEMBER 2002	Ref: JD/CC/NL	

1. CONTENT AND PURPOSE OF REPORT

- 1.1. The purpose of this report is to seek approval for the creation of a number of administrative posts needed to support the Out of Hours service and home support services within area teams.

2. BACKGROUND

- 2.1. Development of a Home Support, Out of Hours Service was seen as essential to provide necessary support for workers and to intervene immediately to meet changes in presenting needs of out of hours service users. In November 1998, Committee approved the establishment of an Out of Hours Service.
- 2.2 The service and associated staffing levels were set in 1998 to reflect the projected amount of out of hours activity within North Lanarkshire at that time. This could not take account of developments within the service.
- 2.3 Out of hours home support services to people with complex needs has increased very significantly and beyond original expectations. In 1998 10% of service users were receiving support out of hours and over the weekends. At the present time 29.8% of service users receive support out of hours, an increase in 3 years of 19.8%. It is anticipated that, with the drive to providing community based services as an alternative to institutional care, such service levels will continue to rise. A review of the Out of Hours Service and management structure is currently underway and will be the subject of a report to Committee in February, 2002.
- 2.4 The growth in out of hours activity has necessitated a review of the Out of Hours service and management structure, the outcome of which will be reported to Committee in February, 2003.
- 2.5 It is essential administrative tasks and the managers' key tasks are completed timeously and to an acceptable standard. As the increase in administrative activity is currently being undertaken by the managers it was seen as appropriate for the administrative support to the existing complement of managers to be reviewed outwith the service review and recommendations be presented to the December Committee.
- 2.6 The Home Support Services Infrastructure and Management Support Trip Mechanism approved by Social Work Committee in August 2002, agreed the ratio of 1:1 in respect of home support managers and clerical assistant/typists to provide the optimum use of resources. For the current complement of home support managers located within area team home support teams, clerical assistant/typist posts are required to achieve this ratio.

3. PROPOSAL FOR CONSIDERATION

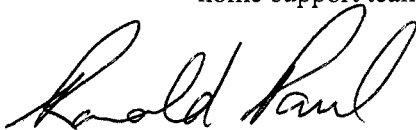
- 3.1 It is proposed to increase the current administrative support establishment attached to the Out of Hours service from one fulltime clerical assistant/typist (GS1/2) to three fulltime equivalent posts.
- 3.2 The current ratio of clerical assistant/typist posts (GS1/2) to home support managers is 1:6. To ensure a level of administrative support that will enable the existing home support manager complement to properly undertake the responsibilities of the post, it is proposed that the clerical assistant/typist post (GS1/2) to home support manager ratio within the Out of Hours service be 1: 2.
- 3.3 Within Out of Hours home support managers cover nine shifts per week. Backshift times are from 3.15 p.m. to 11.15 p.m. Monday to Sunday, and from 8.45 a.m. to 3.35 p.m. Saturday and Sunday dayshift. There are two managers on each shift Monday to Thursday, and three on each of the Saturday and Sunday shifts. In order to make best use of the support provided by administrative staff it will be essential that the posts follow similar type work patterns to those of the managers. The proposed pattern of working is backshift Monday to Sunday 3.00 p.m. to 10.00 p.m. and dayshift Saturday and Sunday 9.00 a.m. to 3.00 p.m.
- 3.4 It is also proposed that the administrative support is available 365 days per annum.
- 3.5 An under reporting to Committee in August 2002 of the numbers of clerical assistant/typist (GS1/2) posts required to be created to meet the agreed ratio of one clerical assistant/typist per Home Support Manager has resulted in a shortfall of 3.8wte posts across the home support teams.
- 3.6 It is proposed to create 3.6wte clerical assistant/typist posts (GS1/2) to reach the agreed ratio. Area Teams showing a shortfall in posts are – Bellshill 1 wte, Cumbernauld 1wte, Motherwell 0.3wte and Wishaw/Shotts 1.3wte.

4. FINANCIAL / PERSONNEL IMPLICATIONS

- 4.1. The costs of these posts can be met from the Development Monies made available to Social Work from the Scottish Executive.
- 4.2. The posts attached to the Out of Hours service will require to work on a rota basis covering 365 days per annum. In line with APT & C Administration and Professional Conditions of Service enhancements will require to be paid where appropriate.

5. RECOMMENDATIONS

- 5.1. The Committee is asked to note the contents of this report and:
- i. Approve the creation of the proposed two w.t.e. clerical assistant/typist posts (GS1/2) for the Out of Hours service as outlined at 3 above.
 - ii. Approve the creation of 3.6 w.t.e. clerical assistant/typist posts (GS1/2) within mainstream home support teams, as outlined at 3 above.



PP
Jim Dickie
Director of Social Work
20 November 2002

For further information on this report please contact Christine Clelland, Service Manager (Home Care) tel. (01698 332029)