

To: SOCIAL WORK COMMITTEE		Subject: RECEPTION COVER IN SIR JOHN MANN CENTRE, BELLSHILL
From: JIM DICKIE, DIRECTOR OF SOCIAL WORK		
Date: 27 FEBRUARY 2003	Ref: *	

1. PURPOSE OF REPORT / INTRODUCTION

- 1.1. To seek committee approval for additional staff to provide week day and weekend reception cover for the Sir John Mann Centre, Bellshill, consistent with previously agreed service developments.

2. BACKGROUND

- 2.1 The Sir John Mann Centre currently accommodates 7 projects, and reception cover is required to meet the needs of each project.
- 2.2 The current arrangements for reception cover are inadequate. Until recently, reception cover was provided by admin staff from each project working on a rota basis. This resulted in admin staff having to take time out regularly from their own projects, and the lack of continuity was disruptive both to the projects and to service users coming to the building. Unfortunately the reception was also left unmanned at various times because staff were on training, annual leave, sickness etc.
- Recently, temporary cover has been provided by a young person with a disability who is in a supported employment placement with Bellshill Area Team. This is not a long term solution to the difficulties with reception and does not provide weekend cover.
- 2.3 The projects within the Centre include a Day Care project for older people, which opened in January 2002. This Project provides day care for approximately 120 frail, elderly people each week over 260 sessions. In addition, day care is provided on Saturdays and Sundays Reception cover is required by this project to enable easy access to the building for these service users; to deal with a high volume of enquiries by relatives and other professional staff; liaison with the older care unit about transport for service users; to oversee the reception area, ensuring that assistance is available when required for service users within the area. This client group includes people who are confused, frail and who have mobility problems. A consistent, familiar presence within the reception area is of benefit to these people.
- This project has regular review and pre-placement meetings, and reception cover is required for people attending these meetings.
- 2.4 An Alzheimer's Project, based in the building, provides care for 10 people each day, including Saturdays. In addition, the building is used by them for staff and carer training at least twice a month. Similar issues apply to this project, particularly in view of the level of confusion experienced by their service users.
- 2.5 Both of these projects provide a weekend service, and reception and telephone cover are essential at weekends.

- 2.6 The remainder of the building accommodates four child care projects. These include Parents for Change, a project that works directly with parents and families within the building. This project also facilitates contact for children and families where children are accommodated, and has crèche facilities for families using the project, including weekend contact. This project requires reception cover to manage access to the building for service users and staff, directing people to the appropriate rooms; to deal with telephone calls and enquiries; to contact workers when people arrive for appointments and meetings.
- 2.7 The Family Support Team works with children and families, in particular during evenings and weekends at times of crisis. This project requires reception cover to facilitate access to the building for professional staff attending for meetings, and for staff working with families within the building. In addition, the team has a high volume of telephone calls, and reception cover is required to deal with these appropriately.
- 2.8 The Children's Rights Service requires reception cover to enable access to the building for children and young people, and for staff attending for meetings. The Service has a Freephone number for children to use, and reception cover is required to respond to these calls appropriately, assessing the urgency of the call; also to respond to calls from professional staff.
- 2.9 The Crisis and Support Team also works with families at points of crisis. Reception cover is required to respond appropriately to phone calls from service users and professional staff, and to direct service users to the team within the building.
- 2.10 A Domestic Abuse Project, managed by Community Services, is also based within the building. This project only has part time admin cover, and reception cover is required to take messages, deal with phone calls, and to enable access to the buildings for a large number of meetings.
- 2.11 General reception duties are required by all of the projects i.e. maintaining a record of who is within the building for security and fire regulations; checking the identity of workers and trades people, directing them appropriately; ensuring that staff are signing in and out of the building and drawing attention to the seniors of staff who are late returning; receiving and distributing incoming mail, including deliveries and parcels; franking and posting outgoing mail; photocopying and typing duties as appropriate.

3. PROPOSALS / CONSIDERATIONS

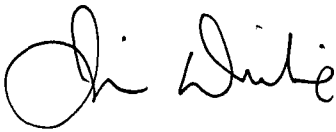
- 3.1. Creation of 1 full time Clerical Asst/Typist post (35hrs) and 1 part time Clerical Asst/Typist post (14hrs). Both posts will report to the appropriate administrative assistant within Bellshill Area Team.
- 3.2. The full time post will cover normal office opening hours, and the part time post weekends.
- 3.3. The part time post will attract weekend enhancement.

4. FINANCIAL / PERSONNEL / LEGAL / POLICY IMPLICATIONS

- 4.1 The additional cost to the Department is as follows and can be met from existing budgets.

5. **RECOMMENDATIONS**

- i) Committee is asked to approve the creation of 1 full time and 1 part time post of Clerical Assistant/Typist posts, with weekend enhancement for the part time post.
- ii) Remit the report to the Policy & Resources (Personnel) Sub Committee for consideration.
- iii) Note the contents of the report.



Jim Dickie
Director of Social Work
23 January 2003

For further information on this report please contact J Scott, Manager of Resources and Information TEL: (01698 332037)