

To: SOCIAL WORK COMMITTEE		Subject: INTRODUCTION OF A SHOPPING SERVICE
From: DIRECTOR OF SOCIAL WORK		
Date: 30 TH OCTOBER 2003	Ref: rm/dmcl	

1. PURPOSE OF REPORT / INTRODUCTION

- 1.1 This report seeks approval to introduce a shopping service for current service users of the Council's Home Support Service and those who are assessed as only needing such a service.

2. BACKGROUND

- 2.1 Following the publication of the Sutherland Report on long term care of older people (2000) by the Scottish Executive, local authorities were awarded additional funding to provide a range of improved and new services for older people. Part of this money was awarded for the provision of practical assistance, including shopping. Details of the use of these monies have been reported to Committee at various dates, most recently in August 2003. The "Joint Future" (2001) policy specified that a shopping service was a requirement of the Scottish Executive.
- 2.2 At present there are 940 people in North Lanarkshire who receive shopping as part of the service provided through home care. 85% of these people also have their pension collected. Each area team has developed local ways of meeting this need. Sometimes it is single workers or shopping teams, using their own transport or taxis to provide the service but some of these arrangements are not always the most efficient use of staff time.

3. PROCESS

- 3.1 A working group of officers from Social Work and representatives from user and carer organisations was set up to consider options for a more consistent approach to shopping services and to plan identified service improvements.
- 3.2 Different options were explored and experience from schemes operating elsewhere was considered. Initially supermarkets were approached for expressions of interest but this was considered to be uneconomic. Internet based shopping services were also considered, but this was rejected as it was felt unlikely that the key principles, agreed by the working party could be met. These principles were to provide a service which was personal, flexible, responsive, geared to promoting healthy living and be open to growth and development.
- 3.3 As well as engaging with operational staff, a survey of service users and potential service users was commissioned to gauge significant levels of support for the setting up of such a service.

4. PROPOSALS / CONSIDERATIONS

- 4.1 The shopping service would be provided by a team of staff in each area team. The home support workers would use lease refrigerated vehicles with separate sections for carrying different purchases e.g. frozen or cool goods etc. Each service user would be issued with appropriate paperwork and information about the service and shopping order forms for them or a carer to complete. Orders would be collected on a weekly basis, shopping undertaken and put away (where necessary) and an individual receipt given. It is intended to include pension collection, where this is also requested. A full set of operational procedures and information leaflets have been produced.
- 4.2 The service will be introduced initially in two locations and then reviewed. It is proposed to introduce it in Bellshill and Airdrie, where a shopping service, albeit less well developed, already exists.

5. FINANCIAL / PERSONNEL / LEGAL / POLICY IMPLICATIONS

- 5.1 The costs of the service would be met from existing homecare budgets for 2003/4. Experience elsewhere has shown that efficiencies can be achieved in the use of time by designing the service in the way described.
- 5.2 The existing homecare charging policy will apply.
- 5.3 There are no implications for the terms and conditions of existing homecare staff.

6. RECOMMENDATIONS

- 6.1. Committee is asked to:
- (i) approve the introduction of a Shopping and Pension Collection Service initially in two locations as outlined; and
 - (ii) otherwise note the contents of the report.



Jim Dickie
Director of Social Work
30 September 2003

*For further information on this report please contact Bobby Miller, Development Manager
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