

To: SOCIAL WORK COMMITTEE	Subject: SOCIAL WORK SERVICE IMPROVEMENT PLAN-2002-2005 - MONITORING REPORT	
From: DIRECTOR OF SOCIAL WORK		
Date: 15 JANUARY 2004	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 Improvement Plan Key Actions in the 6 month period of April - September 2003/2004

## 2. BACKGROUND

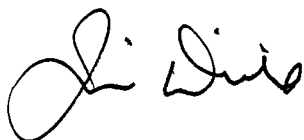
- 2.1. The Social Work Committee approved the final and full version of the Social Work Service Improvement Plan for 2002/2005 in December, 2002

## 3. PROPOSALS / CONSIDERATIONS

- 3.1. 15 key actions were identified in the Social Work Service Improvement Plan for 2002/ 2005.  
3.2. Appendix 1. Provides an update of the progress made for each of the key actions.

## 4. RECOMMENDATIONS

- 4.1. Committee is asked to note the progress made in respect of the key actions as described in Appendix 1.



**Jim Dickie**  
Director of Social Work  
11th November 2003.

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**Report on Key Actions from  
North Lanarkshire Social Work  
Service Improvement Plan**

**Appendix 1**

Key Actions	Lead Section Responsible Officers	Target and Stop Dates	Status at Beginning of Review Period	Current Position
<p><b>Corporate Priority 4.7</b> 4.1 Extension of the single shared assessment process to all client groups</p>	<p>Community Care , Resources and Development <b>R.Miller</b></p>	<p>2003-2004</p>	<p>Further development of a single shared assessment tool to ensure appropriateness for use with all adult care groups. Joint training for health and social work assessing staff. Implementation of a single shared assessment to all community care groups.</p>	<p>Second tranche of single shared assessment re Older People Care Group is underway  Joint Data set for disability Training to be agreed for April 2004. Mental Health Data set currently being negotiated with expectation of implementation in April 2004.</p>
<p><b>Corporate Priority 4</b> 4.2 Implement North Lanarkshire local partnership agreement, including a programme for local joint resourcing and management of community care services.</p>	<p>Planing <b>R.Miller S.Mackay</b></p>	<p>April 2003  January 2003- June 2003  July 2003- December 2003  Commencing January 2004</p>	<p>Development of action plan to implement the local partnership agreements for adult community care groups, including arrangements for local joint resourcing and management services. Implementation of action plan for joint resourcing and joint management of services for older people Development of a full local partnership agreement that includes plans for all community care services (in addition to older people)  Implementation of action plan for all community care groups</p>	<p>Action Plan was submitted to Scottish Executive in April 2003  Action Plan was implemented, Local Partnership agreement was approved at Health Care Partnership in 2003.  Action Plan being implemented by key partners in Lanarkshire.</p>

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<p><b>Corporate Priority 4,</b> 4.3 Increase numbers of older people receiving high support care packages by at least 40 per year.</p>	<p>Community Care (Older People) <b>J.Nisbet, C.Clelland</b></p>	<p>31<sup>st</sup> March 2004</p>	<p>Increase by 40 each year. 887 people receiving 10hrs+ at beginning of review 266 people at receiving 20hrs+ at beginning</p>	<p>963 People now receiving 10hrs.+  371 people now receiving 20hrs.+</p>
<p><b>Corporate Priority 4</b> 4.4 Implement the Delayed Discharge Action plan</p>	<p>Community Care (Older People) <b>J.Nisbet , A-M.Jeffrey</b></p>	<p>2002/2003</p>	<p>Setting up of central planning group to have overall responsibility for implementing and monitoring the delayed discharge action plan. Development of a protocol for ongoing patient choice. Achievement and maintenance of target reduction of 106 delayed discharges</p>	<p>Action Plan 2002/2003 completed  New Action Plan with more Ambitions targets developed for 2003/2004</p>
<p>4.5 Implement the recommendations of the Member Officer Review of Day Opportunities for People with Learning Disabilities</p>	<p>Community Care (Adults) <b>S.Taylor</b></p>	<p>February 2003</p>	<p>Recommendations in Committee Report</p>	<p>An authority-wide implementation group has been developed to progress the implementation of recommendations with the involvement of key stakeholders. The group has considered some options for the redesign of staffing arrangements and work is currently taking place to consider revised job descriptions, person specifications and conditions of service.</p>

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<b>Corporate Priority 4.6</b> 4.6 Increase the number of people controlling their own care arrangements through Direct Payments and Independent Living Funds	Development/ Community Care (Adults) <b>S.Taylor M.Dendy</b>	December 2002	Finalise departmental procedures for direct payments	Now Completed and published on Intranet.
		January 2003	Appropriate staff to be trained in use of procedures	Programme of Training being developed for 2004
		June 2003	Implementation of Procedures	
<b>Corporate Priority 4.6</b> 4.7 Increase number of people in Supported Living by 30 per year. Meet target of 25 discharges per year of people with a leavening disability from NHS care to the community.	Development and Community Care (Adults) <b>R.Miller</b>	2002-2003	25 discharges each year from hospitals and 5 from a community of other residential setting.	Discharge programme for Hartwoodhill being currently agreed with target of 14 people discharged
		2003-2004		
		2004-2005		
<b>Corporate Priority 4.6</b> 4.8 Develop a range of services to meet the needs of children / young people in relation to drug/ alcohol misuse	Strategy/ Children and Families <b>S.Devlin</b>	March 2003	Review and revise Child Protection Procedures in line with Scottish Executive's guidance "Getting Our Priorities Right"  Development of action plan following research in respect of drug and alcohol support services for young people in Lanarkshire (both users and carers)	Protocol out for consultation to all appropriate agencies. Child Protection Committee will sign off protocols. 3 Tier Training programme is being developed for staff. Action plan is being developed in conjunction with A.D.A.T. Young Carers Project in receipt of specific resources for Young People whose parents are affected by substance misuse.
<b>Corporate Priority 4.6</b> 4.9 Implement the findings of the Member Officer Review for Children's Services	Children and Families <b>S.Devlin R.Miller</b>	2002-2003	Review of Children's Services. The review is focusing on all services provided to children and will report back in spring 2003	Work underway to reconfigure the Children's Units. Progressing the development of pilot family centre in Airdrie.

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<p><b>Corporate Priority 2,6</b> 4.10 Implement the pan Lanarkshire Criminal Justice Strategic Plan 2001-2004</p>	<p>Justice Services <b>S.Devlin, J.Scullion</b></p>	<p>February 2003</p>	<p>Both North and South Lanarkshire will work together to deliver effective assessment and management of offenders within the community.</p>	<p>New strategic plan submitted to Executive in February 2003. Joint services being developed across the "Grouping" i.e. Throughcare, Drug Treatment and Testing Orders, Youth Court. Continuing to work together to deliver a consistent service in the community, through regular Joint Seniors Meetings and Joint Development Days for all Justice Services staff.</p>
<p>4.11 Develop performance indicators across North and South Lanarkshire to measure service activity for criminal justice services</p>	<p>Planning /Research <b>S.Devlin, J.Scullion</b></p>	<p>January 2003  March 2003</p>	<p>Development of a set of effective indicators.  Quarterly reporting to senior management</p>	<p>Ongoing work to allow sharing of information systems. Joint Forum meets six monthly chaired by Convenor of Social Work. Data sets and standards being developed. Some services subject to external evaluation i.e. Youth Court and new Arrest and Referral Service.</p>

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<p><b>Corporate Priority 2,4,5,6</b> 4.12 Implementation of Supporting People Strategy/ Action Plan.</p>	<p>Strategy <b>G.McInally</b></p>	<p>April 2003</p>	<p>Training of staff across council</p> <p>Development of appropriate management information reports</p> <p>Ensuring quality standards outcome targets for housing support are in place and made available to the public.</p> <p>Provide information to individuals about access to housing support services.</p> <p>Integrate housing support in joint initiative in the context of single shared assessment and shared information systems.</p>	<p>The Supporting People Strategic Plan was approved by Social Work Committee on 28<sup>th</sup> October 2003 will be submitted to the SE by end of November 2003.</p> <p>Training for key Social Work staff took place in October 2003 and a major training programme for all other Social Work staff will be launched in January 2004.</p> <p>SWIS has been developed and adapted to allow the Council to comply with Scottish Executive reporting requirements.</p> <p>A variety of leaflets on housing support are available for in Social Work Offices and all the Councils' First Stop Shops</p> <p>Single Shared Assessment being developed</p>
<p><b>Corporate Priority 2,3,4,5,6</b> 4.13 Implementation for plan for the best value review of services to older people</p>	<p>Community Care (Older People) <b>J.Nisbet R.Miller</b></p>	<p>2003 onwards</p>	<p>To support and enhance a full range of services for older people</p>	<p>Joint Action Plan with Housing, Planning &amp; Development and NHS Lanarkshire at various levels of implementation.</p>

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<p><b>Corporate Priority 2.4</b> 4.14 Implementation for the plan for the best value review of supported employment services</p>	<p>Strategy <b>G.McInally</b></p>	<p>2003 onwards</p>	<p>Expand and improve access to supported employment for people with a learning disability.</p>	<p>Approval was gained at the Social Work (Planning and Administration) Sub-Committee on 11<sup>th</sup> February 2003 for two additional Job Coaches and one part-time Clerical Assistant to expand the service to individuals who have mental health issues. Two job coaches have been appointed and will be in post late November 2003 following Disclosure Scotland returns. Induction Training is being planned for December 2003 / January 2004 with staff operational following this training.</p>

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<p><b>Corporate Priority 4.6</b> 4.15 Implement the Council's Race Equality Scheme and Action Plan at a departmental level</p>	<p>Strategy <b>G.McInally G.Ferguson</b></p>	<p>November 2002 onwards</p>	<p>Improve ethnic monitoring, service consultation and checking relevance of policies and functions with statutory duty.</p>	<p>Developed a departmental action plan on implementing the Council's Race Equality Scheme at a departmental level. This includes an initial list of functions and policies relevant to the duty to promote race equality.</p> <p>Carried out a review of how service use is recorded in terms of ethnicity within the Social Work Information System (SWIS) and identified actions to improve accuracy of recording.</p> <p>Identified training and resource needs for frontline staff in accessing interpreting and translation services, in particular Language Line.</p> <p>Prepared a detailed briefing note for frontline staff on procedures to adopt when asylum seekers present at Area Offices.</p>