

To: SOCIAL WORK COMMITTEE	Subject: SOCIAL WORK SERVICE IMPROVEMENT PLAN-2002-2005 - MONITORING REPORT	
From: DIRECTOR OF SOCIAL WORK		
Date: 26 AUGUST 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 October 2003- March 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
12 August 2004.

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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 30 th September 03	Position at 31 st March 04
<p><u>Corporate Priority 4,7</u> 4.1 Extension of the single shared assessment process to all client groups</p>	<p>Community Care , Resources and Development R.Miller</p>	<p>2003-2004</p>	<p>Second tranche of single shared assessment re Older People Care Group is underway</p> <p>Joint Data set for learning disability agreed – joint training to be undertaken by April 2004. Mental Health Data set currently being negotiated with expectation of implementation in April 2004.</p>	<p>A further 220 Health and SW staff jointly trained by Feb.2004</p> <p>Joint training programme agreed and has been delivered to 50 Health and SW staff by 31st March 2004 in respect of SSA for people with learning disability. Data sets for mental health single shared assessment tool agreed; training plan in principle agreed and needs to be rolled out. 35 staff from SW and 300 from Health need mental health SSA training.</p>
<p><u>Corporate Priority 4</u> 4.2 Implement North Lanarkshire local partnership agreement, including a programme for local joint resourcing and management of community care services.</p>	<p>Planning R.Miller S.Mackay</p>	<p>April 2003</p> <p>January 2003- June 2003</p> <p>July 2003- December 2003</p> <p>Commencing January 2004</p>	<p>Action Plan was submitted to Scottish Executive in April 2003</p> <p>Action Plan was implemented, Local Partnership agreement was approved at Health Care Partnership in 2003.</p> <p>Action Plan being implemented by key partners in Lanarkshire.</p>	<p>Mental Health service integration now being co-ordinated through the MH JFIG.</p> <p>In Learning Disabilities, Locality Groupings have now been established within each of the five Local Care Partnership areas across North Lanarkshire</p>

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Corporate Priority 4, 4.3 Increase numbers of older people receiving high support care packages by at least 40 per year.	Community Care (Older People) J.Nisbet, C.Clelland	31 st March 2004	1006 People aged (65+yrs) now receiving 10hrs.+ of whom 246 people now receiving 20hrs.+	1122 (aged 65+yrs) in receipt of 10 hours+ home support services of whom 253 people receive 20 hours +
Corporate Priority 4 4.4 Implement the Delayed Discharge Action plan	Community Care (Older People) J.Nisbet , A-M.Jeffrey	2002/2003	Action Plan 2002/2003 completed New Action Plan with more Ambitions targets developed for 2003/2004	Action Plan 2003/2004 completed and Lanarkshire targets met.
4.5 Implement the recommendations of the Member Officer Review of Day Opportunities for People with Learning Disabilities	Community Care (Adults) S.Taylor	February 2003	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.	Work continues with the redesign of service to a modernised service of community based models of care and support. Revised staffing structures, job descriptions have been completed and presented to Social Work Committee in May 2004. The implementation date for these proposals will be October 2004. Community Services are working in partnership with Community Care (Adults) to ensure that community facilities are compliant with the Disability Discrimination Act

**Report on Key Actions from
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<p>Corporate Priority 4,6 4.6 Increase the number of people controlling their own care arrangements through Direct Payments and Independent Living Funds</p>	<p>Development/ Community Care (Adults) S.Taylor M.Dendy</p>	<p>December 2002 January 2003 June 2003</p>	<p>Now Completed and published on Intranet. Programme of Training being developed for 2004</p>	<p>- 18 people now manage their own care arrangements through the use of a direct payment. 9 of these individuals also receive ILF as part of their financial package.</p> <ul style="list-style-type: none"> ▪ planning with a further 31 individuals is ongoing. ▪ an information leaflet about direct payments has been produced and distributed both in paper format and electronically on the Councils' intranet ▪ training programme has been developed and is scheduled to run from August '04.
<p>Corporate Priority 4,6 4.7 Increase number of people in Supported Living by 30 per year. Meet target of 25 discharges per year of people with a learning disability from NHS care to the community.</p>	<p>Development and Community Care (Adults) R.Miller</p>	<p>2003-2004 2004-2005</p>	<p>Discharge programme for Hartwoodhill being currently agreed with target of 14 people discharged</p>	<p>342 people in Supported living of whom 97 are Hospital discharges. Awaiting identification of patients from NHS re Hartwoodhill discharge. Funding arrangements in place.</p> <p>There are 291 people with a mental health or learning disability receiving a supported living service.</p> <p>97 of the 291 people in supported living were discharged from long term learning disability health care hospitals.</p>

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<p>Corporate Priority 4,6 4.8 Develop a range of services to meet the needs of children / young people in relation to drug/ alcohol misuse</p>	<p>Strategy/ Children and Families S.Devlin</p>	<p>March 2003</p>	<p>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.</p>	<p>Senior Managers briefings taken place for Lanarkshire Protocols. Practitioners training underway – STRADA commissioned to deliver. Young Carers Service continues with Changing Children Services Fund monies.</p>
<p>Corporate Priority 4,6 4.9 Implement the findings of the Member Officer Review for Children's Services</p>	<p>Children and Families S.Devlin R.Miller</p>	<p>2002-2003</p>	<p>Work underway to reconfigure the Children's Units. Progressing the development of pilot family centre in Airdrie</p>	<p>Cecil St Ch. Home to close and converted unit at Buchanan St. to open as a Ch. Home in June 2005. Work to build a replacement unit for Pine Court In Cumbernauld and a new unit in Wishaw – sites identified and agreed, plans approved for design and planning application in progress. Buchanan Street proposed to open July 2004. Cecil Street will be refurbished and re-opened for Community Alternatives in January 2005. Early Intervention Team recruitment underway for Family Centre. Further bid submitted to Changing Children's Services Fund.</p>

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<p>Corporate Priority 2,6 4.10 Implement the pan Lanarkshire Criminal Justice Strategic Plan 2001-2004</p>	<p>Justice Services S.Devlin, J.Scullion</p>	<p>February 2003</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>Strategic Plan review to be completed by July 2004. Consultation undertaken by the Executive on proposals to reduce reoffending.</p>
<p>4.11 Develop performance indicators across North and South Lanarkshire to measure service activity for criminal justice services</p>	<p>Planning /Research S.Devlin, J.Scullion</p>	<p>January 2003 March 2003</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>	<p>Draft evaluation of review of Youth Court. Youth Court rolled out Airdrie June 2004.</p>

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<p>Corporate Priority 2,4,5,6 4.12 Implementation of Supporting People Strategy/ Action Plan.</p>	<p>Strategy G.McInally</p>	<p>April 2003</p>	<p>The Supporting People Strategic Plan was approved by Social Work Committee on 28th October 2003 will be submitted to the SE by end of November 2003. 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. SWIS has been developed and adapted to allow the Council to comply with Scottish Executive reporting requirements. A variety of leaflets on housing support are available for in Social Work Offices and all the Councils' First Stop Shops Single Shared Assessment being developed</p>	<p>The Supporting People strategic Plan in operation. Training for 350 Social Work staff completed between January and March 2004. Timescales for contract negotiations and contracts reviews have been set, which fits the Social Work department framework. The Council decided to charge for housing support services from 1st April 2004. SWIS is being further enhanced to allow the Council to comply with the reporting requirements set by Scottish Executive. A variety of leaflets on housing support services and charging will be sent to all tenants/service users and the leaflets are available in Social Work offices and all Council's First Stop Shops.</p>
<p>Corporate Priority 2,3,4,5,6 4.13 Implementation for plan for the best value review of services to older people</p>	<p>Community Care (Older People) J.Nisbet R.Miller</p>	<p>2003 onwards</p>	<p>Joint Action Plan with Housing, Planning & Development and NHS Lanarkshire at various levels of implementation.</p>	<p>Work on developing integrated day services and out of hours home support are being jointly progressed at local and North Lanarkshire level. Interviews have been scheduled for the Development Worker post to support the Voice of Experience (the forum for older people in North Lanarkshire)</p>

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<p>Corporate Priority 2,4 4.14 Implementation for the plan for the best value review of supported employment services</p>	<p>Strategy G.McInally</p>	<p>2003 onwards</p>	<p>Approval was gained at the Social Work (Planning and Administration) Sub-Committee on 11th 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>	<p>The two job coaches and clerical assistant were in post by 8th December 2003.</p> <p>Induction was complete by the end of December 2003.</p> <p>Staff have been operational from early January 2004 and are currently profiling 8 service users and have successfully found employment for 3 service users who have mental health issues.</p>

**Report on Key Actions from
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<p>Corporate Priority 4,6 4.15 Implement the Council's Race Equality Scheme and Action Plan at a departmental level</p>	<p>Strategy G.McInally G.Ferguson</p>	<p>November 2002 onwards</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. 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>	<p>The Departmental Working Group has begun to address a number of issues outlined in the departmental action plan on implementing the Council's Race Equality Scheme. Actions have included:</p> <ul style="list-style-type: none"> ◆ surveying Area Teams and Units on use of translation and interpreting services in preparation for issuing guidance to staff; ◆ negotiating training resources on Language Line; ◆ preparing guidance for staff on ethnic monitoring; and engaging in consultation discussions with partner agencies.