

AGENDA ITEM NO. 4

To: SOCIAL WORK (OPERATIONS AND SERVICES) SUB COMMITTEE	Subject: COMMUNITY ALARM SERVICE - ANNUAL REPORT
From: DIRECTOR OF SOCIAL WORK	
Date: 4 MAY 2004	Ref: JN/TJC

1. PURPOSE OF REPORT / INTRODUCTION

- 1.1. To advise Committee of the publication of the second Annual Report of the Community Alarm Service. The Annual Report is intended to inform stakeholders of activity within the Service over the past year.

2. BACKGROUND

- 2.1 North Lanarkshire Council's Community Alarm Service became operational in November, 1999, such service having previously been provided under a consortium arrangement continued from the predecessor authority, Strathclyde Regional Council.
- 2.2 At the inception of the Council's own Community Alarm Service, around 3,000 service users were transferred from the outgoing service. Today, around 8,500 individuals are in receipt of the Service, including frail older people, individuals with physical disabilities, people with mental health difficulties and adults with learning disabilities. A number of families with children are also supported by the service.
- 2.3 This Annual Report highlights changing patterns of service and represents one method of publishing information on the service. The intention is that the findings should be accessible to a range of people including service users, their carers, council staff and other key stakeholders.

3. THE REPORT

- 3.1 The Report gives a brief history and information about the operation of the Community Alarm Service. The Report demonstrates the growth of the service since its inception and shows where service users live, broken down into Social Work Area Teams.
- 3.2 The Report also highlights the performance of the Community Alarm Service, operational costs, service developments over the past year and an overview of future developments.
- 3.3 The growth in the Community Alarm Service demonstrates the Council's commitment to promote the wish of older people to remain at home and contributes to the Scottish Executive's policy of shifting the balance of care.

3.4 The Annual Report will be converted into leaflet form and will be made available to service users and carers.

3.5 The service was awarded Charter Mark Status in 2002.

4. FINANCIAL / PERSONNEL / LEGAL / POLICY IMPLICATIONS

4.1 There are no legal or personnel issues.

4.2 The cost of the production of the Report and Leaflets will be met from existing resources.

5. RECOMMENDATIONS

5.1 Committee is asked to:

- (i) Approve the Annual Report
- (ii) Agree to the distribution of public information leaflets
- (iii) Note the contents of this report



Jim Dickie
Director of Social Work
04 May 2004

A copy of the Annual Report is available in the members library

For further information on this report please contact Jim Nisbet, Manager, Older Peoples Services (TEL: 01698 332031)