

SOCIAL WORK (OPERATIONS AND SERVICES) SUB – 4 May 2004

Motherwell, 4 May 2004 at 11 am.

A Meeting of the **SOCIAL WORK (OPERATIONS AND SERVICES) SUB-COMMITTEE**

PRESENT

Councillor Sullivan, Convener; Councillors Chadha, M. Clark, Fagan, Gemmell, Gordon, Gormill, Homer, Lafferty, McAuley and McLaughlin.

CHAIR

Councillor Sullivan (Convener) presided.

IN ATTENDANCE

The Principal Administrative Officer; Head of Social Work Services; Manager, Children and Families and Criminal Justice; Manager, Community Care Adults; Manager, Older People Services; Operations Manager (South); Manager, Social Work Strategy; Service Manager, Area Service Manager and Children's Rights Officer.

ALSO IN ATTENDANCE

Councillor Gorman, L. Seaton, North Lanarkshire Carers Together and M. Smith, North Lanarkshire Users and Carers Forum.

APOLOGIES

Councillors Burrows, Coyle, Irvine, McCabe, McElroy, H. McGuigan and Shaw.

PRESENTATION - PROVISION OF MENTAL HEALTH SERVICES IN NORTH LANARKSHIRE

1. The Service Manager provided a presentation on the provision of mental health services in North Lanarkshire and advised the Sub-Committee:-

- that 1 in 4 people will experience mental ill health problems in the course of a year;
- that approximately 3,000 people in North Lanarkshire have severe and enduring mental illness;
- of the legislative and policy changes which affect the provision of mental health services;
- of the needs of service users;
- of the development of mental health services within North Lanarkshire;
- of the vision for the future provision of services, and
- of the challenges facing the Council in terms of the future provision of mental health services.

After responding to Members' questions the Convener thanked the Service Manager for her informative presentation.

Decided: that the terms of the presentation be noted

REPORT ON THE PROGRESS OF SOCIAL WORK RECEPTION SERVICES TEAMS

2. With reference to paragraph 4 of the Minute of the meeting of this Sub-Committee held on 5 December 2002 when (1) the progress achieved by the introduction of a Reception Services Team in each of the six Area Offices of the Department of Social Work was noted, and (2) the Director of Social Work was requested to prepare a report on the future progress and operation of the teams for submission to a future meeting of the Sub-Committee, there was submitted a report dated 5 April 2004 by the Director of Social Work regarding the progress of the operation of the six Reception Services Teams within the Social Work Department (a) outlining the background to the Reception Services Teams which have been operational since 1 April 2002; (b) advising that Reception Services are an important element of the Assessment and Care Management activity within the Department of Social Work; (c) intimating that in 2003/2004 the teams had dealt with approximately 33,000 enquiries of which almost 10,000 required full assessments; (d) indicating that 5,000 assessments had been carried out by the Reception Services Teams, of which 90% had been completed within one week, and (e) listing a number of developments which would have an impact on the operation of the Reception Services Teams.

Decided:

- (1) that the progress of the development of the Reception Services Teams within the Social Work Department be noted;
- (2) that the Director of Social Work bring forward a further report on the progress and operation of the teams to a future meeting of this Sub-Committee, and
- (3) that the report be otherwise noted.

DELAYED DISCHARGE IN LANARKSHIRE 2003/2004

3. With reference to paragraph 3 of the Minute of the meeting of this Sub-Committee held on 4 December 2003 when, *inter alia*, the progress of the Delayed Discharge Rapid Response/Early Supported Discharge Teams in North Lanarkshire was noted, there was submitted a report dated 21 April 2004 by the Director of Social Work on the progress and performance of the Lanarkshire Partnership in regard to the Scottish Executive initiative for tackling delayed discharges from hospital care (1) outlining the background to the initiative; (2) intimating that for the years 2002/2003 and 2003/2004 the Lanarkshire Partnership had met its targets for reducing numbers of delayed discharges in acute hospital care, and had exceeded targets for those waiting more than one year for discharge; (3) advising that as at 15 April 2004 (a) the Lanarkshire Partnership had 122 delayed discharges compared with 245 for the same period in 2002; (b) delayed discharges in acute settings stood at 34, and (c) no one was awaiting discharge for more than one year within Lanarkshire hospitals, and (4) indicating that North Lanarkshire's share of the 122 delayed discharges was 47.

Decided: that the terms of the report be noted.

COMMUNITY ALARM SERVICE - ANNUAL REPORT 2003/2004

4. There was submitted a report (docketed) dated 4 May 2004 by the Director of Social Work (1) advising of the publication of the second Annual Report of the Community Alarm Service (tabled and docketed); (2) intimating (a) the background to the Community Alarm Service which currently has approximately 8,500 service users, and (b) that the Annual Report highlights changing patterns of service, performance and information about the operation of the service, and demonstrates service growth since its inception, and (3) proposing that the Annual Report be converted into leaflet form and made available to service users and carers.

Decided:

- (1) that the Community Alarm Service Annual Report for 2003/2004, be noted;
- (2) that the Director of Social Work be authorised to convert the Annual Report into leaflet form and distribute to service users and carers, and
- (3) that the report be otherwise noted.

A SUMMARY OF WELFARE RIGHTS ACTIVITY - FROM APRIL 2003 TO FEBRUARY 2004

5. There was submitted a report dated 5 April 2004 by the Director of Social Work regarding the work undertaken and the estimated benefit income generated by the Social Work Department's Welfare Rights Officers for the period from April 2003 to February 2004 (1) outlining the background to the range of services, advice and assistance provided by Welfare Rights Officers; (2) advising that the projected benefits generated for a full year period from 1 April 2003 to 31 March 2004 amount to £4,538,491; (3) providing a breakdown of benefits generated by Area Offices and an explanation for variances, and (4) indicating that the projected outcome excluded a number of categories, including claims which were currently being processed to an estimated total value of £1.5 m.

Decided:

- (1) that the Director of Social Work bring forward to a future meeting of this Sub-Committee an updated progress report on the benefit income generated by the Welfare Rights Officers, and
- (2) that the report be otherwise noted.

COMMUNITY DAY PROGRAMME - ADDICTION SERVICES

6. There was submitted a report dated 5 April 2004 by the Director of Social Work regarding the outcome of the Community Day Programme which had been organised for people with alcohol misuse problems (1) outlining the background to the Programme; (2) providing details of the Programme which had been developed as a corporate and inter agency model and designed for a total of 12 participants; (3) listing the educational and social topics which had been designed to assist the service users during the eight week programme, and (4) advising (a) that nine people had successfully completed the programme, and (b) that a full evaluation of the Programme would be undertaken to inform consideration of whether further Programmes should be developed.

Decided: that the report on the outcome of the Community Day Programme - Addiction Services be noted and referred to the Community Services Committee for its information.

REVIEW OF THE SOCIAL WORK SERVICE IN HOSPITAL SETTINGS

7. There was submitted a report (docketed) dated 1 April 2004 by the Director of Social Work regarding the review of the social work service in hospital settings (1) outlining the background to the range and scope of the review; (2) indicating that the review had confirmed the continued relevance and importance of a modern social work service in hospital settings, and (3) listing in paragraph 3.2 of the report areas highlighted by the review for action.

Decided: that the terms of the report be noted.

NORTH LANARKSHIRE COUNCIL MAJOR INCIDENT SUPPORT TEAM PROTOCOL

8. There was submitted a report (docketed) dated 7 April 2004 by the Director of Social Work advising of the progress of the Major Incident Support Team (MIST), and seeking approval of a proposed MIST protocol (1) intimating (a) that MIST comprised officers drawn from North and South Lanarkshire Councils and NHS Lanarkshire, and formed part of the three agencies response to major incidents within the Lanarkshire area, and (b) that 22 officers from this Council's Social Work department undertook MIST duties in addition to their everyday responsibilities; (2) advising (a) that in addition to the MIST conference held in May 2003 a further conference was planned for 2004, and six training/information sessions scheduled for Social Work staff, and (b) that North Lanarkshire MIST staff would attend a one day training event linked to the Council's emergency planning procedures; (3) outlining a number of issues which MIST had dealt with in relation to the fire at Rosepark Care Home, Uddingston, and (4) enclosing as an Appendix to the report the proposed Major Incident Support Team protocol which describes how MIST will operate.

Decided:

- (1) that, the Sub-Committee approve the Major Incident Support Team protocol, as detailed in the Appendix to the report, for its interest, and
- (2) that the report be otherwise noted.

"EVENING TIMES" LOCAL HEROES AWARDS 2003

9. With reference to paragraph 12 of the Minute of the meeting of this Sub-Committee held on 4 December 2003 when, *inter alia*, the Director of Social Work was authorised to bring forward a further report to a future meeting of the Sub-Committee on the progress of the Evening Times Local Heroes Awards 2003, there was submitted a report dated 4 May 2004 by the Director of Social Work regarding the outcome of the Evening Times Local Heroes Awards for 2003 (1) indicating that seven groups and two individuals had been nominated by North Lanarkshire Council staff for awards; (2) advising that (a) Coatbridge and Airdrie Substance Support Initiative had been first in the Breaking Down Barriers Award category; (b) Redburn After School Care and Leisure Scheme had been first in the Support of Carers Award category; (c) Viewpark Young People's Volunteer Group had been commended in the Young Heroes Award category, and (d) two individuals had also won awards in the individual category, and (3) proposing that the Council (a) contribute sponsorship of £5,000 and an approximate additional £2,500 for promotional gifts bearing the Council logo, and (b) agree to sponsor the Awards in 2004.

Decided:

- (1) that the Sub-Committee approve the Council's sponsorship of the Local Heroes Awards in 2003 and 2004, for its interest;
- (2) that the Director of Social Work bring forward a further report to a future meeting of this Sub-Committee on the progress of the Evening Times Local Heroes Awards for 2004, and
- (3) that the report be otherwise noted.

CONSULTATION PAPER ON HATE CRIME

10. There was submitted a report (docketed) dated 4 May 2004 by the Director of Social Work seeking homologation of the Council's response to the Scottish Executive consultation on Hate Crime (1) outlining the background to the consultation which sets out three main legislative options; (2) intimating that responses to the Scottish Executive had been required by 30 April 2004, and (3) setting out in the Appendix to the report the proposed response to the Scottish Executive consultation.

Decided: that the response set out in the Appendix to the report by the Director of Social Work be endorsed as the Council's formal response to the Scottish Executive consultation on Hate Crime, and the action taken by the Director of Social Work in forwarding the response to the Scottish Executive be homologated;

BRAIN INJURY NEEDS IDENTIFICATION WORK BY DISABILITY AND REHABILITATION EDUCATION (DARE) : FINAL REPORT

11. With reference to paragraph 7 of the Minute of the meeting of the Social Work Committee held on 11 March 2004 when, *inter alia*, a report on the review of the brain injury needs identification work was noted, there was submitted a report (docketed) dated 1 April 2004 by the Director of Social Work advising of the final report on the review of brain injury services by Disability and Rehabilitation Education (DARE) (1) outlining the background to the review and the methodology adopted; (2) setting out in section 3 of the report the main issues which had emerged from the review; (3) listing a number of recommendations on the issues highlighted in the findings, and (4) intimating that the findings and priorities of the review would be incorporated into the best value implementation plan for Independent Living Services.

Decided:

- (1) that the Director of Social Work bring forward a report to a future meeting of this Sub-Committee on service improvements, and development with associated resource implications on the recommendations highlighted in the report by Disability and Rehabilitation Education, and
- (2) that the report be otherwise noted.

SEEN, HEARD AND SUPPORTED - SCOTTISH CHILDREN'S REPORTERS ADMINISTRATION ANNUAL REPORT 2002/2003

12. There was submitted a report (docketed) dated 11 February 2004 by the Director of Social Work (1) advising of the key findings of the Scottish Children's Reporters Administration Annual Report for 2002/2003 which (a) sets out the progress made over 2002/2003, and (b) provides detailed information and trends in the Children's Hearing System; (2) outlining the background to the Scottish Children's Reporters Administration; (3) listing a number of key findings, key targets and challenges highlighted in the Annual Report, and (4) intimating (a) that the Annual Report had been published in advance of the planned review of the Children's Hearing announced by the Scottish Executive, and (b) that the role of the Scottish Children's Reporters Administration and the Children's Hearing System was a crucial element in informing and shaping the Council's Children's Services Plan.

Decided:

- (1) that the Director of Social Work bring forward to a future meeting of this Sub-Committee a report on the Scottish Executive's review of the Children's Hearing System, and
- (2) that the report be otherwise noted.

ANALYSIS OF ADOPTION AND FAMILY PLACEMENT PANEL ANNUAL REPORT

13. There was submitted a report (docketed) dated 13 April 2004 by the Director of Social Work regarding the activity of the Adoption and Family Placement Panel for the period from April 2003 to March 2004

(1) outlining the background to the Adoption and Family Placement Panel which has multi-agency membership, and (2) setting out in section 3 of the report the activity undertaken by the panel during this period.

Decided: that the activity of the Adoption and Family Placement Panel for the period from 1 April 2003 to 31 March 2004 be noted.