

ANGUS COUNCIL

MINUTE of MEETING of the **SOCIAL WORK AND HEALTH COMMITTEE** held in the Town and County Hall, Forfar on Tuesday 19 June 2007 at 4.40 pm.

Present: Councillors RUTH LESLIE MELVILLE MBE, ALISON ANDREWS, COLIN BROWN, MAIRI EVANS, DAVID FAIRWEATHER, JOHN RYMER (substitute for IAN MACKINTOSH), PETER NIELD (substitute for DAVID MAY), IAN GAUL (substitute for HELEN OSWALD) BILL MIDDLETON, GLENNIS MIDDLETON, ROB MURRAY, RALPH PALMER, MARGARET THOMSON, PAUL VALENTINE and JOHN WHYTE.

Apologies: Apologies for absence were intimated on behalf of Councillors IAN MACKINTOSH, DAVID MAY and HELEN OSWALD.

Councillor LESLIE MELVILLE MBE, Convener, in the Chair.

1. DECLARATIONS OF INTEREST

Councillor Bill Middleton declared an interest in item 9 as he had applied to become a volunteer driver with the Social Work and Health Department.

2. COMMITTEE MEMBERSHIP

With reference to Article 9(c) of the minute of meeting of Angus Council of 22 May 2007, the Committee agreed to note the members appointed to the Committee.

3. REMIT FOR COMMITTEE

There was submitted and noted the remit of the Social Work and Health Committee.

4. APPOINTMENTS

(a) Executive Sub-Committee

The Committee agreed to appoint Councillors Leslie Melville, Andrews and Glennis Middleton to the Social Work and Health Executive Sub-Committee.

(b) Social Work Case Sub-Committee

The Committee agreed to appoint Councillors Leslie Melville, Andrews, Brown, Glennis Middleton and Evans to the Social Work Case Sub-Committee.

5. SOCIAL COMPLAINTS REVIEW COMMITTEE (TO ACT WITH POWERS IN TERMS OF STATUTORY PROVISION)

The Committee agreed to re-appoint Mrs Mary Ward, Mrs Gloria Johnman, Mrs Alice Allen and Ms Morag Owens as independent members of the Social Work Review Panel from which membership of the Complaints Review Committee was drawn.

6. MINUTE OF PREVIOUS MEETING

The [minute of meeting of this Committee of 27 February 2007](#) was approved as a correct record and signed by the Convener.

7. INSPECTION OF ANGUS COUNCIL FOSTERING AND ADOPTION SERVICES BY THE CARE COMMISSION

There was submitted [Report No 536/07](#) by the Director of Social Work and Health advising the Committee of the outcome of the first inspection of Angus Council Adoption and Fostering Services by the Care Commission. A copy of the Inspection Reports and Action Plans were appended to the Report.

The Report indicated that the inspection had been undertaken by two Care Commission officers over a five day period. Prior to the inspection, a self-evaluation questionnaire and an annual return had been completed for each of the services. In addition, questionnaires had been sent to a random sample of 15 foster carers and to seven other key stakeholders. The Inspectors had met with a wide range of people including foster carers, fostered children, social workers, managers and Adoption and Fostering Panel members. They had also undertaken a detailed examination of a number foster carer files.

The inspection had identified the pressures affecting foster carers but had also presented a positive evaluation of the service being provided to foster carers and that they in turn provided to children who were looked after and accommodated in Angus.

After discussion, the Committee agreed to note the contents of the Report.

8. ANGUS ADOPTION AGENCY AND THE FOSTERING PANEL ANNUAL REPORT 2006-2007

With reference to Article 6 of the minute of meeting of this Committee of 30 May 2006, there was submitted [Report No 574/07](#) by the Director of Social Work and Health advising the Committee of the operation of the Angus Adoption Agency and the Fostering Panel during the year 1 April 2006 to 31 March 2007.

The Annual Report on the Agency and the Panel provided extensive information on their operation. It also highlighted the current pressures on resources as well as Angus Council's success over several years in providing an effective service for children, foster carers and adoptive parents.

The Committee agreed:-

- (i) to note the contents of the Report;
- (ii) to note the contents of the 2006/2007 annual report on the Angus Adoption Agency and the Fostering Panel; and
- (iii) to thank all foster carers in Angus for their excellent work.

Councillor Bill Middleton left the meeting during the consideration of the following matter.

9. ANNUAL REPORT ON VOLUNTEERING IN SOCIAL WORK

With reference to Article 5 of the minute of meeting of the this Committee of 30 May 2006, there was submitted [Report No 575/07](#) by the Director of Social Work and Health presenting the Annual Report on Volunteering in Social Work.

The Report highlighted the important and valuable role of volunteers within Social Work and Health in supporting service users in the community. In particular, it was noted that volunteer numbers remained high with individual volunteers contributing more time than ever before. Volunteer drivers had taken on more transport with over 740,000 miles covered in 2006/2007. It was proposed to continue to promote the role of volunteers in supporting social work service users in the community in partnership with the Volunteer Centre, Angus.

The Committee agreed:-

- (i) to note the extent of volunteering with social work service users;
- (iii) to support the continued development of the role of volunteers with social work service users;
- (iii) to instruct the Director of Social Work and Health to bring forward further annual reports on volunteering matters; and
- (iv) to welcome the value of the commitment and support of all volunteers.

10. SOCIAL WORK COMPLAINTS PROCEDURE ANNUAL REPORT 2006-2007

With reference to Article 6 of the minute of meeting of this Committee of 18 April 2006, there was submitted [Report No 576/07](#) by the Director of Social Work and Health informing the Committee of the operation of the complaints procedure and the individual complaints investigated during 2006/2007. The Report referred to circular SWSG 5/1996 which advised Councils to publish information about complaints received and action taken to assist in assessing the quality and effectiveness of their social work policies and practices.

The Report detailed the number of complaints investigated during the last year, their outcome and any actions taken by the department to improve policy and practice. It also highlighted the number of compliments received by staff for service areas over the last year.

The number of complaints referred to Stage 2 of the process remained low and the reason for this could partly be attributed to the policy of resolving complaints informally and as close to the source of the complaint as possible. Additional complaints training had allowed staff to discuss and debate how, as a department, they might respond to complaints in a different way. The change in the use of terminology, no longer referring to complaints as formal and informal, had given staff a sense of responsibility for action and had also allowed them to see the benefits of local resolution in improving their relationship with their customer. This change in policy had been well received by staff and was working well in practice. Additionally, the Clients' Rights Service assisted in resolving, through mediation and negotiation, matters raised by service users reducing the potential for further investigation of complaints.

The Social Work Complaints Procedure continued to form an important part of the department's performance management and reporting framework. The Complaints Officer represented Angus at the Complaints Sub-Group affiliated to the Association of Directors of Social Work to ensure national discussion and development informed practice in Angus.

The Committee agreed:-

- (i) to note the contents of the Report;
- (ii) to make the Report available to the general public for their information through the Council's website and by display at all Social Work and Health offices; and
- (iii) to instruct the Director of Social Work and Health to send a copy of the Report to the Scottish Executive for its information.

11. CLIENTS' RIGHTS SERVICE - ANNUAL REPORT 2006/2007

With reference to Article 7 of the minute of meeting of this Committee of 20 May 2006, there was submitted [Report No 577/07](#) by the Director of Social Work and Health advising the Committee of the production of the Clients' Rights Service Annual Report 2006/2007, a copy of which was appended to the Report.

The Annual Report provided a detailed breakdown of the nature of the referrals to and the contact with the Clients' Rights Service. In addition to outlining the direct referrals to the service, the Annual Report described the other component parts of the Clients' Rights Service including training, visits made during the period covered by the Report and the Clients' Rights Officer's participation in local and national forums.

The Committee agreed:-

- (i) to note the contents of the Report; and
- (ii) to approve the publication of the Clients' Rights Service Annual Report.

12. TAYSIDE NEUROLOGICAL REDESIGN PROJECT

There was submitted [Report No 578/07](#) by the Director of Social Work and Health advising the Committee of the Tayside Neurological Redesign Project, an important new development in Tayside providing an opportunity to redesign services and improve the quality of life of individuals in families affected by brain injury and neurological conditions in Angus.

The Report indicated that the Tayside Neurological Redesign Project had arisen out of the need to replace the Centre for Brain Injury Rehabilitation which had operated out of the buildings at Royal Victoria Hospital which was over 100 years old and no longer fit for purpose. The scope of the project included the whole journey of care from acute care and in-patient rehabilitation right through to community and vocational rehabilitation and had been further expanded to include the care and rehabilitation of people with other neurological disorders such as Multiple Sclerosis and Huntington's disease.

Sue Ryder Care, a national charity with a proven track record in the delivery of a range of community care services, were key partners in the project and had indicated their ability to inject significant capital funding into the redesign of services in Tayside and an interest in supporting the delivery of services.

The Director of Social Work and Health was a member of the Joint Project Board representing the three local authorities in Tayside and work was underway to develop the "community model" for Angus and significant consultation would be undertaken with all stakeholders. It was proposed that a civic reception be held in the near future with Sue Ryder Care to raise the profile and significance of this project to the people of Angus.

The Committee agreed:-

- (i) to note the contents of the Report; and
- (ii) to approve the proposal to host a civic reception with Sue Ryder Care to raise the profile and significance of this project to the people of Tayside.

13. MULTI-AGENCY INSPECTION OF SERVICES FOR OLDER PEOPLE IN TAYSIDE REPORT

With reference to Article 4 of the minute of meeting of this Committee of 26 September 2006, there was submitted [Report No 579/07](#) by the Director of Social Work and Health advising the Committee of the findings of the Multi-Agency Inspection of Services for Older People in Tayside which were published by the Social Work Inspection Agency (SWIA) on 28 May 2007. A copy of the Inspection Report was appended to the Report.

The Report reminded the Committee that this had been the first multi-agency inspection of services for older people to be undertaken in Scotland. The inspection had been led by SWIA in partnership with NHS Quality Improvement Scotland, The Care Commission and Carers Scotland and had focussed on the interface between social work and community health services provided by Angus Council, Dundee City Council, Perth and Kinross Council and NHS Tayside.

The main findings of the multi-agency inspection, carried out between June and November 2006 and which applied to Angus, were detailed in the Report. Chapter 9 of the Report gave a summary of Angus Council's Performance in relation to the six areas of evaluation which were detailed in the Report and listed the 11 recommendations for areas where improvement was required. Seven of the recommendations were Tayside-wide, one was for NHS Tayside, two were for Dundee City Council and two were for Perth and Kinross Council. It was worth noting that there were no recommendations for Angus Council.

Following the publication of the Inspection Report, Alexis Jay, SWIA Chief Inspector, had said: "Today's report gives a positive account of services being provided by health and social work agencies in Tayside, and highlights how they are working together to provide services for the benefit of older people".

After discussion, the Committee agreed:-

- (i) to note the contents of the Report; and
- (ii) to instruct the Director of Social Work and Health to report back to the Committee on progress against any actions arising from the Inspection Report.

14. ART EXCHANGE TRIP TO GERMANY, JULY 2007

There was submitted [Report No 580/07](#) by the Director of Social Work and Health seeking approval for a member of Angus Council Social Work and Health staff to accompany an artist with learning disabilities to visit two Arts Centres in Germany funded by the Gruntvig Award.

The Report indicated that an international European Art for people with Learning Disabilities project comprising Hungary, Germany and Great Britain would take place in Germany during July of this year. The project aimed to develop adult learning opportunities, using new strategies and creative arts, to encourage involvement and participation of adult communities with their own historic and cultural centres. The Angus involvement in this prestigious international event had resulted from the Social Work and Health Leisure and Recreation team supporting women artists with a learning disability to take part in the "100 Women Paint the Sea Project" and the "Spoken Spaces" project which was a joint project with the Schloss Plüschow Arts Centre in Germany.

Artist Nicola Clark and staff member Ali Kennedy had been invited to attend the event this year and would hopefully leave for Germany on 14 July 2007. A representative of the "Spoken Spaces" project would accompany Nicola and Ali.

The Committee agreed:-

- (i) to note the contents of the Report;
- (ii) to note participation of a Social Work and Health service user in the exchange visit; and
- (iii) to support a Social Work and Health staff member accompanying the service user and participating in the event.

15. JOINT INSPECTION OF SERVICES TO PROTECT CHILDREN IN ANGUS ACTION PLAN

With reference to Article 15 of the minute of meeting of the Education Committee of 19 June 2007, there was submitted [Joint Report No 498/07](#) by the Director of Social Work and Health, the Director of Education and the Director of Neighbourhood Services advising the Committee of the Action Plan that had been developed to address the recommendations contained within the Report on the Joint Inspection of Services to Protect Children in the Angus Area. A copy of the Action Plan was appended to the Report.

The Committee, for its interest, agreed:-

- (i) to note the contents of the Report; and
- (ii) to instruct the Directors to provide an Annual Report on progress on the Action Plan to the relevant Committees.

15. DISABLEDGO ANGUS

There was submitted [Report No 581/07](#) by the Director of Social Work and Health advising the Committee that Angus Council had invested in DisabledGo, an award winning information service for people affected by disability.

The Report indicated that DisabledGo was a national charity supported by Marks and Spencer, who worked in partnership with local authorities to develop online information guides

about access to a wide range of community facilities and resources. During the recent months, approximately 1,000 venues in Angus had undergone a detailed access audit to enable information about Angus to be developed into one of the award winning online information guides. This service would transform the lives of people affected by disability in Angus and, in addition, tourists and visitors to the area would be able to plan their visit to Angus in advance to ensure that they were able to visit the places which most closely met their own access needs. The access guide itself was fully accessible enabling people with visual impairment to use a range of enhanced visual formats or listen to the "read aloud" service. The site was easy to negotiate and showcased Angus in a new and exciting way.

DisabledGo Angus would be officially launched at the Carnoustie Golf Hotel on Tuesday 26 June 2007 by Dr Gregory Burke, a wheelchair user himself and the founder of DisabledGo.

The Committee agreed:-

- (i) to note the contents of the Report; and
- (ii) to note that the launch of DisabledGo Angus would take place in Carnoustie on 26 June 2007.

16. FEES FOR INDEPENDENT SECTOR CARE HOMES 2007/2008

With reference to Article 16 of the minute of meeting of this Committee of 27 February 2007, there was submitted [Report No 582/07](#) by the Director of Social Work and Health advising the Committee on the rates to be paid for placements in independent sector care homes for older people for 2007/2008 as agreed in national negotiations and of a proposal to pay the same rates to care homes for people with learning disabilities, subject to completion of a local agreement in these homes.

The Report indicated that agreement had now been reached nationally on the payment quality model and the rates to be paid to independent sector care homes for Older People and these were detailed in the Report. Under the terms of the national agreement these rates had been paid with effect from 9 April 2007. However should any home fail to demonstrate that they were meeting the terms of the agreement then these rates could be reduced by the amount of the agreed uplift for quality (£18.13 per week).

In the interest of equity, it was now proposed that the same rates should be paid to independent sector care homes for people with learning disabilities, subject to their agreeing to the same terms as those contained in the national agreement with independent sector care homes for older people. Discussions with the homes were at an early stage and a further Report would be brought to Committee in due course regarding the outcome of these discussions.

The Committee, agreed:-

- (i) to note the contents of the Report;
- (ii) to note the rates to be paid for placements in independent sector care homes for older people for 2007/2008, as agreed in national negotiations and detailed in the Report; and
- (iii) to note the proposal to pay the same rates to care homes for people with learning disabilities subject to completion of a local agreement with these homes.