

ANGUS COUNCIL

SOCIAL WORK AND HEALTH COMMITTEE

21 AUGUST 2003

SOCIAL WORK SERVICE PLAN 2002 - 2004 PROGRESS REPORT

REPORT BY THE ACTING DIRECTOR OF SOCIAL WORK

ABSTRACT

This report informs Committee of progress made on the priority objectives and targets within the Social Work Service Plan 2002- 2004.

1 RECOMMENDATION

It is recommended that Social Work and Health Committee notes the contents of this report and the attached Progress Report on the Social Work Service Plan 2002 – 2004.

2 BACKGROUND

In August 2002 the Social Work Committee considered and approved the Social Work Service Plan for the years 2002-2004 (Report No 948/02). Progress on priority objectives and targets in service plans have previously been reported in the following year's service plan. However given that a new four-year service plan is currently being developed by social work the attached progress report has been written to detail progress made on the priority objectives and targets within the 2002- 2004 Service Plan.

3 PROGRESS REPORT ON PRIORITY OBJECTIVES

Out of 288 priority objectives identified in last years service plan 80%(229) were achieved or were subject to significant progress, 18%(54) were subject to a significant degree of slippage and the remaining 2% (5) were not progressed. Those actions that were subject to a degree of slippage are still being progressed and where appropriate will be included in the new service plan currently being prepared by the Acting Director of Social Work.

Significant achievements over the past year include:

- Implementing the supporting people agenda
- Implementing the Scottish Executives Policy on Free Personal and Nursing Care
- Implementing Single Shared Assessment for older people
- Progressing the Joint Future Agenda including developing and agreeing a Local Partnership Agreement.
- The signing of a high level information sharing protocol between Angus Council and NHS Tayside
- Auditing all services against the new National Care Standards and the development of action plans to address identified deficits
- The development of a new Independent Intermediate Care Service

- Restructuring of older persons services to ensure improved quality of services across Angus
- Implementing the Tayside delayed discharge Partnership and meeting the Angus target for delayed discharges
- The development of a child protection information sharing protocol between social work and the Department of Paediatrics and Accident and Emergency Services
- The introduction of a programme based approach to the provision of probation
- The introduction of a risk assessment tool in the preparation of court reports
- The introduction of a bail information and supervision scheme
- Restructuring of the training and finance sections
- Implementation of revised arrangements for disclosure checks.

It should also be noted that the ongoing work of providing mainstream social work services has continued alongside progressing the new initiatives and service developments as detailed within last years service plan.

4 FINANCIAL IMPLICATIONS

There are no financial implications arising directly from this report.

5 HUMAN RIGHTS IMPLICATIONS

There are no human rights implications arising from the recommendations contained in this report.

6 CONSULTATION

The Chief Executive, the Director of Law and Administration and the Director of Finance have been consulted in the preparation of this report.

7 CONCLUSION

This report details for Committee the progress made on the priority objectives and targets set out in the social work service plan for the years 2002 – 2004. The number of priority objectives achieved over the past year demonstrates the social work department's continued commitment to delivering a best value service through continuous improvement.

R PEAT
Acting Director of Social Work

NOTE: No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above report.



**PROGRESS REPORT ON
SOCIAL WORK SERVICE PLAN
2002 – 2004**

**R Peat, Acting Director of Social Work
July 2003**

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1. INTRODUCTION

Since its inception Angus Council has adopted a systematic approach to the development of service planning processes. The Angus Council Corporate Plan for 2000-2003 set out within the theme of being a Best Value Local Authority service provider, the requirement for service departments to produce service plans with standards and targets.

Meetings between the Chief Executive and departmental management teams in the summer of 2002 provided the opportunity to take stock of the current service planning processes and identify ways in which these could continue to be developed and improved. It was concluded that:

- Preparation of a new corporate plan should take place following the election of a new council and should cover the four year life of the Council.
- Service planning should move to a four year cycle to link directly to the four year corporate planning and community planning processes.
- Clear links need to be established between the Angus Community Plan, Angus Council's corporate plan and targets identified within each departmental service plan.

In August 2002 the Social Work Committee considered and approved the Social Work Service Plan for the years 2002-2004 (Report No 948/02). Progress on service plans has previously been reported in the following year's review. However given that a new four year service plan is currently being developed by social work this report has been written to detail progress made on the priority objectives and targets within the 2002- 2004 Service Plan.

2. THE 2002 – 2004 SERVICE PLAN

The 2002 – 2004 Service plan was structured to reflect the priority service areas of Community Care Services, Children's Services, Criminal Justice Services, Strategic Planning and Commissioning, and Support Services.

This report on our progress with the 2002/02 objectives clearly demonstrates the volume of work undertaken within social work. The following sections detail the progress within each service area.

2.1 COMMUNITY CARE SERVICES

2.1.1 Services for Older People

Of the twenty-two priority objectives for older persons services within the 2002 – 2004 service plan seventeen were achieved within timescale and five partially achieved.

The re-structuring of the home care service has been fully achieved. Discreet personal care and domestic/housing support services are now in place. A community meals service, providing lunch and tea seven days per week has been established providing equity of access to a meals service across Angus.

A significant amount of work was undertaken to implement the free personal care element of the Joint Future agenda. This has been achieved with appropriate staff guidance being issued. Work is ongoing to produce eligibility criteria for home care and care home provision.

All relevant services that would qualify for transitional housing benefit have been identified, allowing the resource pot for supporting people to be scoped.

A further element of the Joint Future agenda – Single Shared Assessment – has been fully implemented within older peoples services. Information sharing procedures are being developed, a high level protocol is in place, with local protocols to follow.

Relevant actions from the Tayside Delayed Discharge Action Plan have been implemented, in particular the extension of intermediate care provision being established in the coastal area with an additional 4 places in Cairnie Lodge nursing home.

2.1.2 Services for Older People with Dementia and Functional Illness

Of the twelve priority objectives identified in the 2002-2004 service plan eight were achieved within timescale and four partially achieved.

An eight place residential dementia unit and an eight place dementia day care facility are being developed at Beech Hill as part of the Forfar CRC development. Work is ongoing to develop a staffing model for this facility.

The staffing complement of the Community Mental Health Teams has been enhanced, in line with phase 2 of the mental health strategy, with the appointment of 3 'E' Grade case workers.

2.1.3 Services for People with Disabilities

- Physical Disabilities

Of the six priority objectives for 2002/2003 five have been either achieved or partially achieved with one objective not achieved. The system we hope to put in place for streamlining the payment for housing adaptations should have been operational from April 2003 but the government's implementation of the New Grants System will now not commence until October 2003. In conjunction with Social Work

Training Section we have identified a suitable SVQ 3 for Occupational Therapy Assistants to undertake.

- Acquired Brain Injury

All four objectives for people with acquired brain injury have been achieved. In addition the multi-agency working group which was established to review the vocational rehabilitation needs of adults with acquired brain injury developed an employment assessment band tool. This is believed to be the first example of its kind in the United Kingdom.

- Sensory Impairment

Of the nine priority objectives for people with a sensory impairment six have been achieved, two partially achieved and one not achieved. Of these objectives three are in association with Tayside Association for the Deaf and six in conjunction with the Forfarshire Society for the Blind. The joint mobility service initiative between the Guide Dog for the Blind Association and the Forfarshire Society for the Blind has not been achieved due to resource difficulties.

- Learning Disabilities

Of the sixteen objectives produced from Year 2 of the Angus Partnership in Practice Agreement ten priority objectives have been totally achieved, five partially achieved with one not yet achieved but carried into the new plan. A transport project has been successfully implemented in the Montrose area of Angus which has resulted in more service users using public transport. This has been due to bus stops being relocated, a symbol system being introduced on public transport vehicles, bus routes being altered, more bus shelters being provided with seating and lighting and additional services secured.

Development of employment opportunities through supported employment in Angus is still at the planning stage and job support and job ready groups have still to be developed, this will be carried into next year's plan. In addition, we are presently looking at current and future accommodation requirements for men and women with learning disabilities and this will be carried forward to the new service plan.

2.1.4 Services for People with Mental Health Problems

This jointly integrated service area had 15 priority objectives with four being completed and a fifth subject to significant progress. Three further objectives have slipped in terms of timescale with the remainder being delayed due to the current "Review of Mental Health Services".

The supporting People initiative is now well-established bringing substantial extra resources and capacity into the service delivery by the voluntary sector to mental health services.

The Quality Improvement (Scotland) Standards are now being audited routinely and the new joint service plan will reflect even greater joint provision between Health and Social Work.

2.1.5 Services for People who Misuse Drugs and Alcohol

The Alcohol and Drug service had nine priority objectives of which four are complete. One further objective has been abandoned and the other four are in progress. Most significantly there is now agreement on a locally based integrated Alcohol and Drug Service with Tayside Primary Care NHS Trust with an implementation date of October 2003. Throughout the year Transitional Housing Benefit was maximised with a significant increase in resources being delivered by the voluntary sector.

In preparation for the integrated service both the Drug Treatment and Testing Service and the Angus staff of the Tayside Drug Problem Service are now located with Angus Council Social Work Alcohol and Drug Services.

2.2 CHILDREN'S SERVICES

Children's Services had responsibility for 80 priority objectives and of these 46 were achieved within the timescale and a further 28 partially achieved, the remaining 6 have been carried forward to the 2003/2004 Service Plan.

The development of the Toy Library Services for Children in Need throughout Angus achieved a significant success with an 86% increase in lends to families and organisations providing services in Angus.

A joint protocol was developed between Social Work and the Department of Paediatrics and Accident and Emergency Services with regard to the sharing of information on Child Protection cases where children present at hospital settings.

In partnership with Health enhanced training on Health matters was delivered to fostercare providers and this provision is now part of the core training for fostercarers.

Within the Youth Justice team reparation and victim impact modules have been incorporated into every individual programme delivered to a young person.

2.3 CRIMINAL JUSTICE SERVICES (CJS)

Since April 2002 Angus CJS has been operating within the Tayside Partnership of Angus, Perth & Kinross and Dundee City. A number of partnership developments are now successfully operating. These include the Tay Project – a scheme to address the offending of people

convicted of sexual offences; East Port House – a hostel for offenders subject to both bail conditions and probation requirements, and Drug Treatment and Testing Orders – available to courts as an alternative to custody for offenders who have serious drug misuse problems.

The Service Plan for 2002 –2004 detailed 32 priority objectives, 24 of which were achieved in full, 3 were achieved in part and 5 were not achieved. These statistics disguise significant achievements made by CJS during this financial year.

The most significant change made by the CJS team during 2002-2003 has been the introduction of a programme based approach to the provision of probation. This has involved the deployment of the social workers into 2 teams with specific remits – assessment and casework.

The assessment team specialises in preparation of reports for courts. This work has involved the adoption of an assessment tool which identifies the level of risk of re-offending to enable probation programmes to be targeted on appropriate people, the revision of the template for writing the reports and training of all report writers.

The casework team has devised a core programme for use with groups of offenders made subject to probation and scheduled the first group work sessions to commence in April. For a number of years the service has been aiming to introduce a method of working with offenders which is more effective than traditional individual counselling. The transition made by the Criminal Justice Team during this year has been achieved during a period which has seen a significant increase in all workloads, and during a year in which there have been a number of vacancies which could not be filled.

Other achievements made by CJS during 2003-2003 include:

- As part of the Tayside Criminal Justice Partnership Angus has participated in the introduction of Drug Treatment and Testing Orders - the first Orders in Tayside were, in fact, made at the Forfar sheriff's court.
- The introduction of a Bail Information and Supervision Scheme
- The development of an arrest referral / diversion scheme in conjunction with NCH Scotland
- Restriction of Liberty Order Assessments have been introduced and Orders made in Angus courts
- A CJS Training Plan has been devised and implemented
- A rapid response to the consequences of vandalism has been provided by the Community Service Scheme

- A record number of Supervised Attendance Orders – 191 (an increase of 20% on the previous year) were made in Angus

2.4 STRATEGIC PLANNING AND COMMISSIONING

Overall the Strategic Planning and Commissioning Team had responsibility for 120 priority objectives in the 2002 – 2004 service plan. Of these, 53 (44%) have been completed, with significant progress being made on a further 33 (29%). In 33 (27%) there has been a significant level of slippage and one objective has been abandoned. It is noted that of the 33 objectives that have slipped, 13 of these have been due, at least in part, to external influences.

- Planning and Commissioning

Of five priority objectives, two have been completed. In the remaining three, there has been a degree of slippage in achieving the objectives. The signing of a high-level information sharing protocol between Angus Council and Tayside NHS is seen as a significant achievement.

Further work is required to ensure linkages between the development of strategy, strategic plans and the departmental training strategy.

- Policy Development and Planning

Of 69 priority objectives, 30 have been fully completed and significant progress has been made in a further 21. There has been significant slippage in 17 objectives. One objective has been abandoned due to an unsuccessful funding bid. The nineteen objectives in which there was slippage will be progressed in 2003/04.

Significant achievements included:

- The production of a final Joint Future Partnership Agreement.
- The development of a Single Shared Assessment Tool and its implementation within older persons services.
- The auditing of all services against the New National Care Standards and the development of action plans to address identified deficits.
- The development of an Independent Intermediate Care Service.
- The Implementation of the Supporting People Agenda.

- Performance Management and Reporting

Of the six priority objectives in this area, four have been completed and significant progress has been made in the remaining two. Significant achievements have been made in developing the accessibility of social work information and in the recording and monitoring of service user feedback. Further work is required to develop our systems for public performance reporting.

- Client's Rights

Of eight priority objectives, five have been completed with significant slippage in the remaining three objectives. A considerable amount of work has gone into ensuring the department's compliance with the requirements of the Race Relations (Amendment) Act 2000. Additionally progress has been made in promoting awareness and access to the Client's Rights Service.

Further work is required in relation to updating operational instructions and in producing an annual update of the Human Rights' Register.

- Preparation of Strategic Plans

Of the four priority objectives, three have now been completed. There was however significant slippage in producing the 2002/2003 Review of Joint Community Care Plan. The production of statutory plans on time can be hindered due to inconsistencies in the planning timescales. A new three-year Community Care Plan will be produced in 2003/2004.

- Commissioning and Contracting

Of the 19 priority objectives, five were completed. However, there was significant progress in seven and significant slippage in seven objectives. A significant achievement over the past year was the successful implementation of the Scottish Executive's policy on free personal care. Significant progress has also been made in developing and implementing contracts with a range of providers for Supporting People services.

Over the next year, further work is required to progress the seven objectives that have slipped. A number of these objectives will now be progressed following the appointment of two new contract officers.

- Supporting People

Of the six priority objectives, three have been fully completed and significant progress made in the remaining three.

Over the past year significant effort has been put into:

- Mapping current housing support.
- Undertaking a Housing Support Needs Analysis.
- Producing interim contracts and payment systems.
- Maximising Transitional Housing Benefit.
- Producing a draft Housing Support Plan.
- Developing IT systems for housing support.

- Complaints

Two out of three priority objectives have been subject to slippage. The third objective was completed. The departmental complaints procedure and related operational instructions will be reviewed in the year 2003/04.

2.5 SUPPORT SERVICES

The service plan for 2002-2004 contained 34 priority objectives for support services. However, due to national and corporate developments 4 of these objectives have been deferred.

Of the remaining 30 objectives, 21 were completed (70%), with 13 of these being completed on time. Significant progress was made on 4 other objectives, and these will be completed in 2003-2004.

The main achievements in 2002-2003 included:

- Developing plans for a Money Advice Partnership
- Restructuring the training and finance sections
- Implementing Phase 1 of the new social work information system
- Implementing revised arrangements for Disclosure checks
- Implementing Free Personal Care

In addition, the development of the Joint Future Local Partnership Agreement was a significant task that will have ongoing implications.

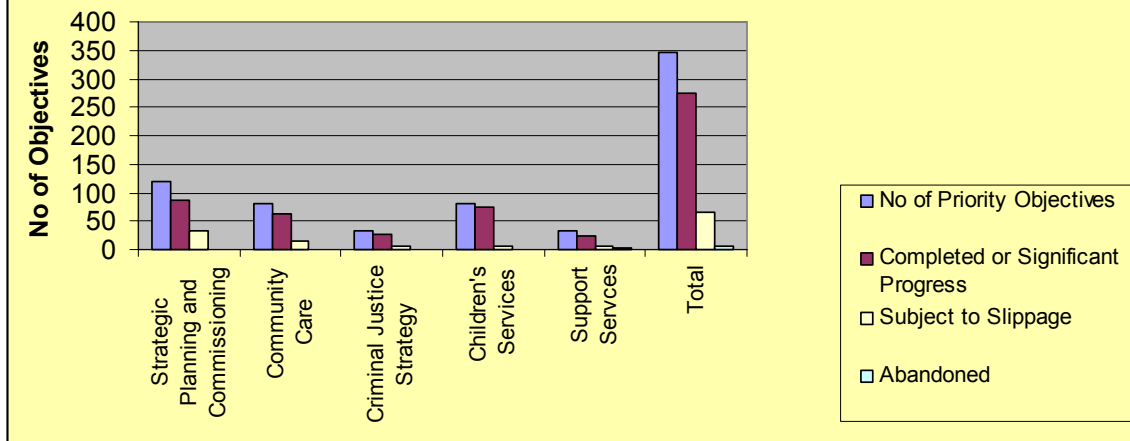
3 CONCLUSION

Figure 1 summarises the progress made over the past year on the priority objectives outlined in the 2002 - 2004 service plan. Out of 347 Objectives 276 (79%) were completed or significant progress made. 65 (19%) were subject to a degree of slippage and 6 (2%) were abandoned.

It should however be noted that these figures solely report on the progress made on the priority objectives identified in the 2002 – 2004 service plan. They do not reflect the high volume of work that goes on within social work providing services on a day to day basis to the thousands of clients who receive social work services in Angus. Neither do they reflect the number of major initiatives that have been responded to. In particular the level of activity generated by the introduction of Free Personal and Nursing care and the Supporting People agenda has been considerable. It is planned that the new 2003 – 2007 Service Plan will better reflect the mainstream activity of the social work department as well as new objectives aimed at improving the quality of services to better meet the needs of the most vulnerable individuals and families in Angus.

The number of priority objectives achieved over the past year demonstrates social works commitment to delivering a best value service through continuous improvement.

Figure 1 Priority Objectives



Priority Objectives	No of Priority Objectives	Completed or Significant Progress	Subject to Slippage	Abandoned
Strategic Planning and Commissioning	120	86	33	1
Community Care	81	64	16	1
Criminal Justice Strategy	32	27	5	
Children's Services	80	74	6	0
Support Services	34	25	5	4
Total	347	276	65	6